# United Nations Public Administration Network

December 2009
UNPANKMPR114

**TO:** UNPAN Members
DPADM/DESA

**FROM:** Haiyan Qian
Director, DPADM /UNDESA

**SUBJECT:** **UNPAN Monthly Knowledge Management Progress Report (No. 114)**

For the month of **November 2009**
I would like to provide you with the following report on the progress made.

**SUMMARY:**
1) UNPAN Knowledge Management Progress
2) UNPAN Usage Statistics
3) UNPAN Online Training Centre - Progress and Statitics
4) UNPAN Helpdesk

# UNPAN Monthly Knowledge Management Progress Report

1. **UNPAN Knowledge Management Progress**

   **Overview**

   **Content Contribution by Type**

   **Content Contribution by Region**

2. **UNPAN Usage Statistics**

   **Overview**

   **Specific Data Analysis**

   **A. By Content**
   - Most visited documents
   - Most visited web pages
   - Most visited documents breakdown by partners
   - Most visited pages breakdown by region

   **B. By Visitors**
   - Number of visits to UNPAN by country
     Visits to UNPAN by regional geographical distribution
     Number of visits to UNPAN by region and by developing / developed countries

   **C. By Traffic Sources**
   - Referring domain
   - Search Phases

3. **UNPAN Online Training Centre - Statistics**

   **Overview**
   - Enrolment
   - Successful Completions
   - UNPAN Online Training Helpdesk Requests

4. **UNPAN Helpdesk Statistics**

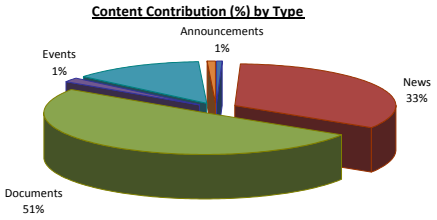
   **Feedback from UNPAN Users**

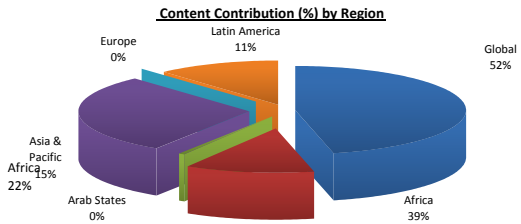
   **Service Requests from UNPAN Users**

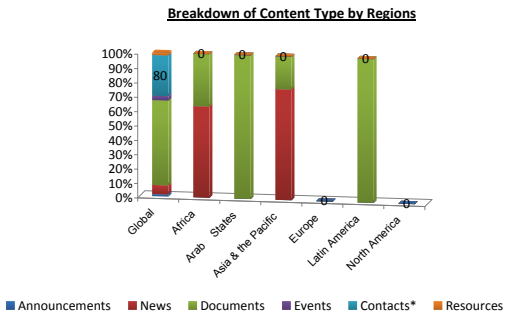
## 1. UNPAN Knowledge Management Progress

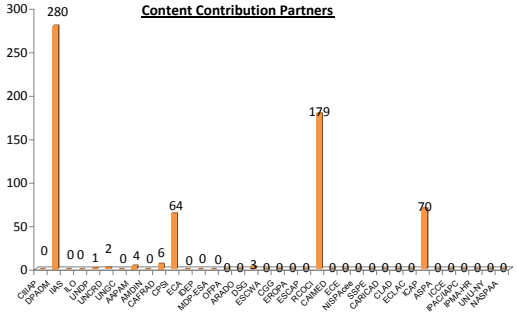
### Overview

| UNPAN Partners | | Content Contribution by Partners in November 2009 | | | | | | | Total since 1999 |
|---|---|---|---|---|---|---|---|---|---|
| Region | Partner | Announcements | News | Documents | Events | Contacts* | Resources | Total | |
| Global | CIIIAP | | | | | | | 0 | |
| | DPADM | 4 | 18 | 165 | 8 | 80 | 5 | 280 | |
| | IIAS | | | | | | | 0 | |
| | ILO | | | | | | | 0 | |
| | UNDP | | | 1 | | | | 1 | |
| | UNCRD | | | 1 | 1 | | | 2 | |
| | UNGC | | | | | | | 0 | |
| | World Bank | | | | | | | 0 | |
| | *Total :* ( 7 ) | 4 | 18 | 167 | 9 | 80 | 5 | 283 | 22,500 |
| Africa | AAPAM | | | 4 | | | | 4 | |
| | AMDIN | | | | | | | 0 | |
| | CAFRAD | | | 6 | | | | 6 | |
| | CPSI | | 47 | 17 | | | | 64 | |
| | ECA | | | | | | | 0 | |
| | IDEP | | | | | | | 0 | |
| | MDP-ESA | | | | | | | 0 | |
| | OFPA | | | | | | | 0 | |
| | *Total :* ( 8 ) | 0 | 47 | 27 | 0 | 0 | 0 | 74 | 5,792 |
| Arab States | ARADO | | | | | | | 0 | |
| | DSG | | | 3 | | | | 3 | |
| | ESCWA | | | | | | | 0 | |
| | *Total :* ( 3 ) | 0 | 0 | 3 | 0 | 0 | 0 | 3 | 1,264 |
| Asia & the Pacific | CGG | | | | | | | 0 | |
| | EROPA | | | | | | | 0 | |
| | ESCAP | | | | | | | 0 | |
| | RCOCI | | 138 | 41 | | | | 179 | |
| | *Total :* ( 4 ) | 0 | 138 | 41 | 0 | 0 | 0 | 179 | 13,454 |
| Europe | CAIMED | | | | | | | 0 | |
| | ECE | | | | | | | 0 | |
| | NISPAcee | | | | | | | 0 | |
| | SSPE | | | | | | | 0 | |
| | *Total :* ( 4 ) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2,069 |
| Latin America | CARICAD | | | | | | | 0 | |
| | CLAD | | | | | | | 0 | |
| | ECLAC | | | | | | | 0 | |
| | ICAP | | | 70 | | | | 70 | |
| | *Total :* ( 4 ) | 0 | 0 | 70 | 0 | 0 | 0 | 70 | 3,075 |
| North America | ASPA | | | | | | | 0 | |
| | ICCE | | | | | | | 0 | |
| | IPAC/IAPC | | | | | | | 0 | |
| | IPMA-HR | | | | | | | 0 | |
| | UNU-NY | | | | | | | 0 | |
| | NASPAA | | | | | | | 0 | |
| | *Total :* ( 5 ) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 811 |
| Total | 36 | 4 | 203 | 308 | 9 | 80 | 5 | 609 | |



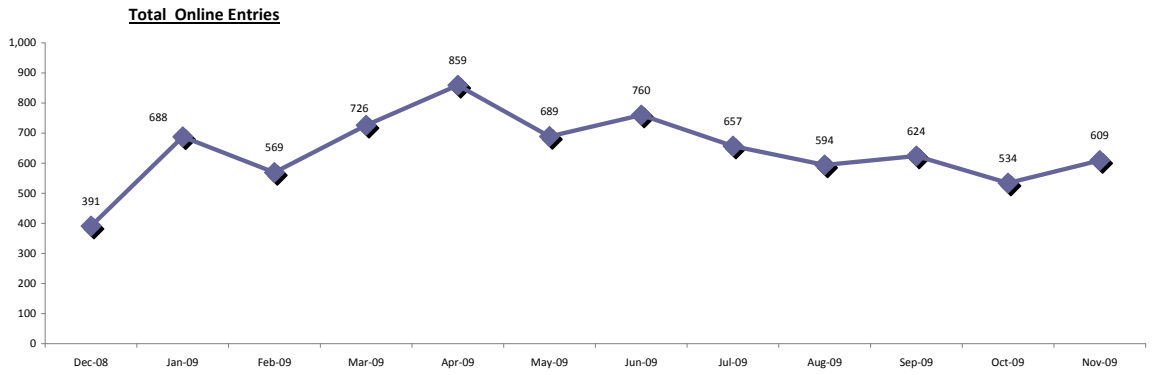



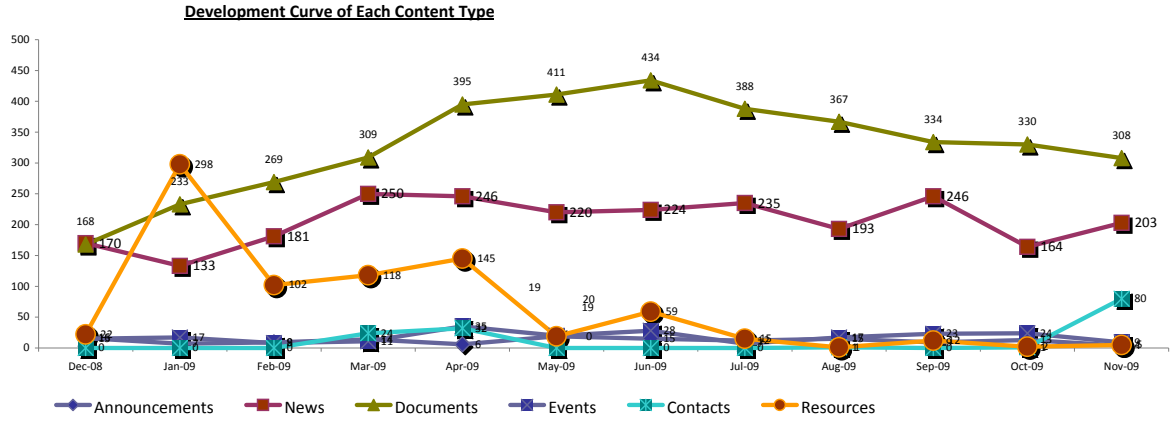



## Content Contribution by Type

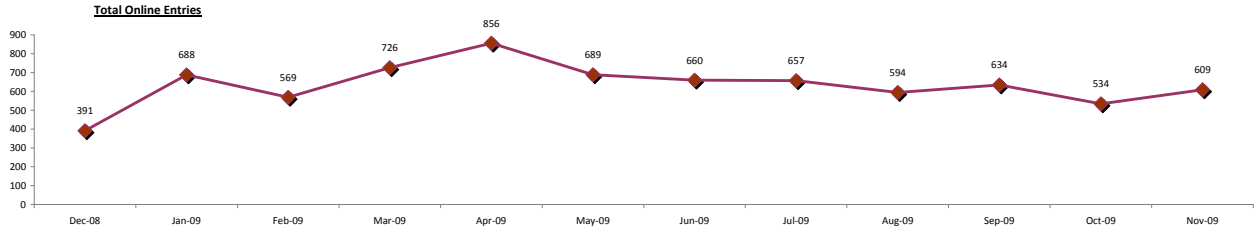
| Type | Content Contribution by Month | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 | Total |
| Announcements | 7 | 9 | 14 | 6 | 19 | 15 | 12 | 15 | 9 | 13 | 4 | 16 | **139** |
| News | 133 | 181 | 250 | 246 | 220 | 224 | 235 | 193 | 246 | 164 | 203 | 170 | **2,465** |
| Documents | 233 | 269 | 309 | 395 | 411 | 434 | 388 | 367 | 334 | 330 | 308 | 168 | **3,946** |
| Events | 17 | 8 | 11 | 35 | 20 | 28 | 7 | 17 | 23 | 24 | 9 | 15 | **214** |
| Contacts | 0 | 0 | 24 | 32 | 0 | 0 | 0 | 1 | 0 | 1 | 80 | 0 | **138** |
| Resources | 298 | 102 | 118 | 145 | 19 | 59 | 15 | 1 | 12 | 2 | 5 | 22 | **798** |
| **Total Content Entries** | **688** | **569** | **726** | **859** | **689** | **760** | **657** | **594** | **624** | **534** | **609** | **391** | **7,700** |

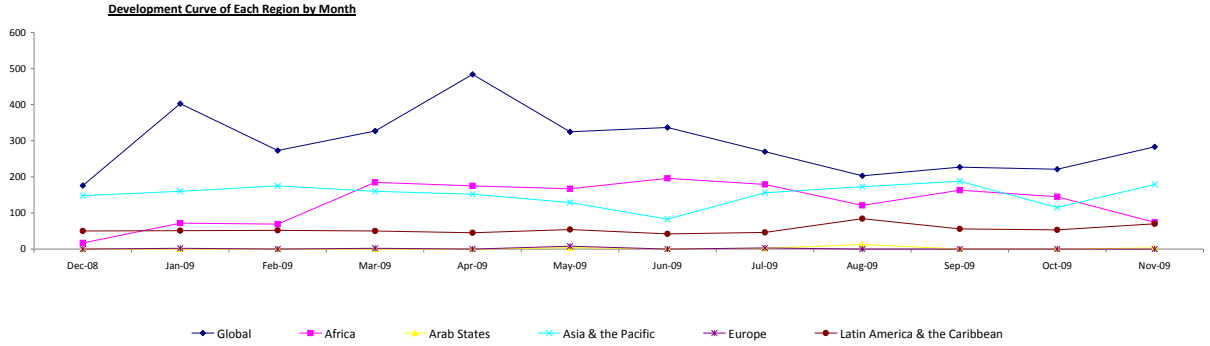


**Content Contribution by Region**

| Region Name | Content Contribution by Region | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | PARTNERS | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 | Total |
| **Global** | CIIIAP \| DPADM/UNDESA IIAS \| ILO \| UNDP \| UNCRD \| UNGC | 403 | 273 | 327 | 484 | 325 | 337 | 270 | 203 | 227 | 221 | 283 | 176 | **3,529** |
| **Africa** | AAPAM \| AMDIN \| CAFRAD \| CPSI \| ECA \| IDEP \| MDP-ESA \| OFPA | 72 | 69 | 185 | 175 | 167 | 196 | 179 | 121 | 163 | 145 | 74 | 17 | **1,563** |
| **Arab States** | ARADO \| DSG \| ESCWA | 0 | 0 | 0 | 0 | 4 | 1 | 2 | 13 | 0 | 0 | 3 | 0 | **23** |
| **Asia & the Pacific** | CGG \| EROPA \| ESCAP \| RCOCI | 160 | 175 | 160 | 152 | 129 | 83 | 156 | 173 | 188 | 115 | 179 | 148 | **1,818** |
| **Europe** | CAIMED \| ECE \| NISPAcee \| SSPE | 2 | 0 | 2 | 0 | 8 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | **15** |
| **Latin America & the Caribbean** | CARICAD \| CLAD \| ECLAC \| ICAP | 51 | 52 | 50 | 45 | 54 | 42 | 46 | 84 | 56 | 53 | 70 | 50 | **653** |
| **North America** | ASPA \| ICCE \| IPAC/IAPC \| IPMA-HR \| NASPAA \| UNC-NY | 0 | 0 | 2 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | **6** |
| **Total Content Entries** | | **688** | **569** | **726** | **856** | **689** | **660** | **657** | **594** | **634** | **534** | **609** | **391** | **7,607** |



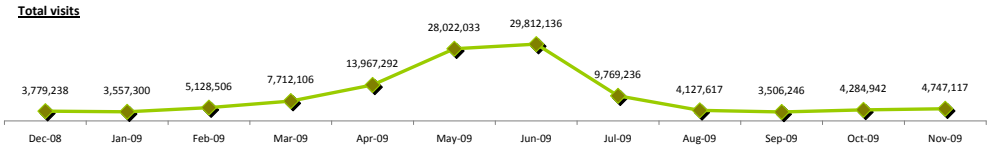



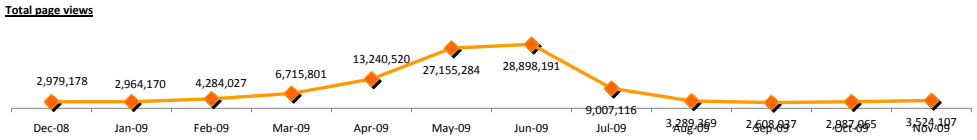
## 2. UNPAN Usage Statistics

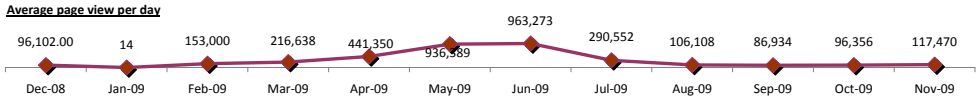
### Overview

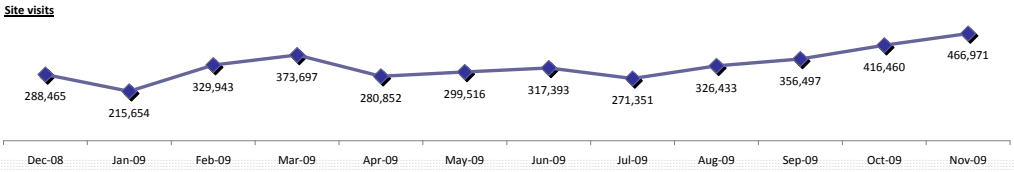
| UNPAN | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Total hits | 3,557,300 | 5,128,506 | 7,712,106 | 13,967,292 | 28,022,033 | 29,812,136 | 9,769,236 | 4,127,617 | 3,506,246 | 4,284,942 | 4,747,117 | 3,779,238 |
| Total page views | 2,964,170 | 4,284,027 | 6,715,801 | 13,240,520 | 27,155,284 | 28,898,191 | 9,007,116 | 3,289,369 | 2,608,037 | 2,987,065 | 3,524,107 | 2,979,178 |
| Average page view per day | 13.75 | 153,000 | 216,638 | 441,350 | 936,389 | 963,273 | 290,552 | 106,108 | 86,934 | 96,356 | 117,470 | 96,102 |
| Site visits | 215,654 | 329,943 | 373,697 | 280,852 | 299,516 | 317,393 | 271,351 | 326,433 | 356,497 | 416,460 | 466,971 | 288,465 |
| Average site visits per day | 6,956 | 11,783 | 12,054 | 9,361 | 10,328 | 10,579 | 8,753 | 10,530 | 11,883 | 13,434 | 15,545 | 9,305 |
| Average visit length (minutes) | 29.36 | 35.50 | 32.41 | 23.51 | 21.52 | 21.59 | 22.45 | 22.59 | 24.58 | 25.28 | 25.29 | 29.38 |
| Median visit length (muinutes) | 4.36 | 5.3 | 4.52 | 4.56 | 6 | 6 | 6.28 | 3.18 | 4.46 | 6.25 | 5.06 | 4.47 |
| Visitors | 131,389 | 188,580 | 217,149 | 162,989 | 151,706 | 159,859 | 130,140 | 147,382 | 170,073 | 204,271 | 233,659 | 170,958 |
| New Visitors (monthly) | 112,730 | 160,798 | 184,920 | 139,374 | 129,055 | 135,940 | 109,558 | 124,479 | 145,080 | 174,603 | 199,607 | 145,805 |
| Regular visitor | 18,659 | 27,782 | 32,229 | 23,615 | 22,651 | 23,919 | 20,582 | 22,903 | 24,993 | 29,668 | 34,052 | 25,153 |
| Number of new UNPAN users (self-registration) | 121 | 116 | 103 | 109 | 112 | 124 | 142 | 103 | 111 | 115 | 180 | 111 |

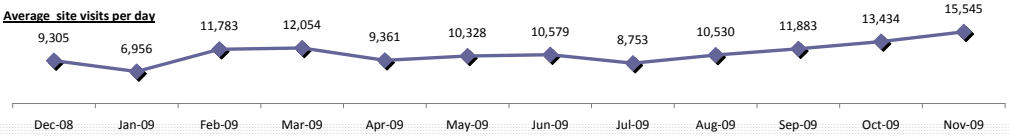
Note: *Self-registrations are available from May 2008, upon launch of the new UNPAN Portal

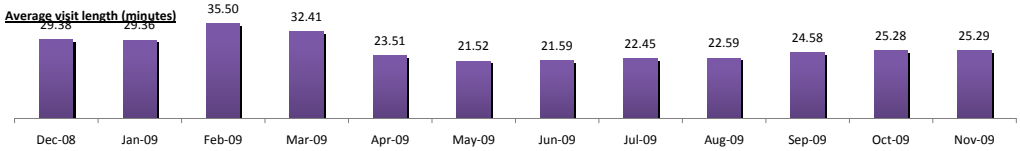


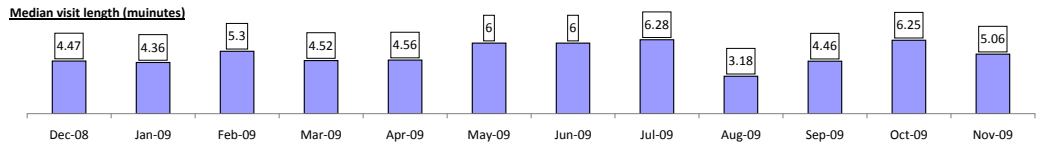



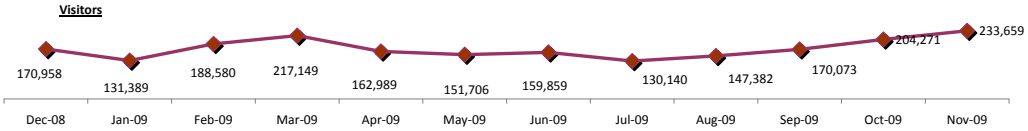



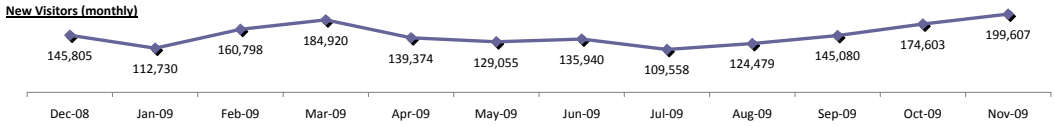



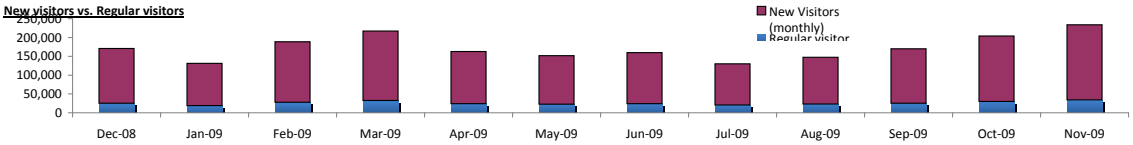



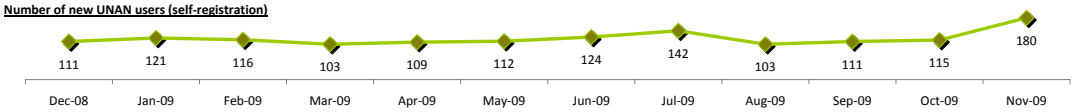




Median visit length (muinutes)
4.47
4.36
5.3
4.52
4.56
6
6
6.28
3.18
4.46
6.25
5.06
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09
Oct-09
Nov-09


Visitors
170,958
131,389
188,580
217,149
162,989
151,706
159,859
130,140
147,382
170,073
204,271
233,659
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09
Oct-09
Nov-09


New Visitors (monthly)
145,805
112,730
160,798
184,920
139,374
129,055
135,940
109,558
124,479
145,080
174,603
199,607
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09
Oct-09
Nov-09


New visitors vs. Regular visitors
250,000
200,000
150,000
100,000
50,000
0
New Visitors (monthly)
Regular visitor
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09
Oct-09
Nov-09


Number of new UNAN users (self-registration)
111
121
116
103
109
112
124
142
103
111
115
180
Dec-08
Jan-09
Feb-09
Mar-09
Apr-09
May-09
Jun-09
Jul-09
Aug-09
Sep-09
Oct-09
Nov-09

**Specific Data Analysis** *single month

**A. By Content**

- Most visited documents (top 50)

| | Top 50 Documents in November 2009 | ORG | URL | Downloads |
|---|---|---|---|---|
| 1 | UN E-Government Survey 2008 - From E-Government to Connected Government | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028607.pdf | 10770 |
| 2 | The 23rd Statistical Report on Chinese Internet Development | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan036605.pdf | 7620 |
| 3 | Leadership Styles (PPP) | UNSSC | http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan024704.pdf | 6059 |
| 4 | White Paper - ICT in Education for Development | GAID | http://unpan1.un.org/intradoc/groups/public/documents/GAID/UNPAN034975.pdf | 6001 |
| 5 | Modern Management Theories and Practices | AAPAM | http://unpan1.un.org/intradoc/groups/public/documents/AAPAM/UNPAN025765.pdf | 5190 |
| 6 | Recruitment Strategies: Managing/Effecting the Recruitment Process | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN021814.pdf | 4185 |
| 7 | Excellence and Leadership in the Public Sector | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan025513.pdf | 4112 |
| 8 | Johari Window: A Model for Self-awareness, Personal Development and Understanding Relationship (PP Presentation) | UNSSC | http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan022136.pdf | 3796 |
| 9 | A Digital Shift: Youth and ICT for Development Best Practices | GAID | http://unpan1.un.org/intradoc/groups/public/documents/gaid/unpan036084.pdf | 3569 |
| 10 | Good Practices and Innovations in Public Governance | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan035284.pdf | 3324 |
| 11 | Análisis básico de bonos | ICAP | http://unpan1.un.org/intradoc/groups/public/documents/icap/unpan036580.pdf | 3146 |
| 12 | Level 5 Leadership: Humility + Will (PowerPoint Presentation) | UNSSC | http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan021788.pdf | 2752 |
| 13 | Best Practices in Diversity Management | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan000715.pdf | 2407 |
| 14 | Leadership Models: From Weber to Burns to Bass | UNSSC | http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan024982.pdf | 2246 |
| 15 | How to Think Like a Knowledge Worker | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan031277.pdf | 1730 |
| 16 | Education Sector Survey - Student Questionnaire | CARICAD | http://unpan1.un.org/intradoc/groups/public/documents/tasf/unpan024793.pdf | 1692 |
| 17 | List of NGOs | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan014562.pdf | 1608 |
| 18 | La reforme administrative au Maroc | CAFRAD | http://unpan1.un.org/intradoc/groups/public/documents/cafrad/unpan002395.pdf | 1602 |
| 19 | UN Global E-government Readiness Report 2005 - From E-government to E-inclusion | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan021888.pdf | 1544 |
| 20 | The Review and Prospects of Shanghai Municipal Wastewater Treatment (in Chinese) | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan017107.pdf | 1474 |
| 21 | Pakistan Foreign Policy | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN018848.pdf | 1454 |
| 22 | Theories of Governance and New Public Management | ASPA | http://unpan1.un.org/intradoc/groups/public/documents/ASPA/UNPAN000563.pdf | 1440 |
| 23 | United Nations Model Double Taxation Convention Between Developed and Developing Countries | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan002084.pdf | 1394 |
| 24 | Sustainable Urbanization in the Information Age | GAID | http://unpan1.un.org/intradoc/groups/public/documents/gaid/unpan036083.pdf | 1368 |
| 25 | The Indian Insurance Industry: Challenges and Prospects | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan025798.pdf | 1332 |
| 26 | Blink: The Power of Thinking Without Thinking (PowerPoint) | UNSSC | http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan021468.pdf | 1331 |
| 27 | Competitive Advantage through the Employees | ARADO | http://unpan1.un.org/intradoc/groups/public/documents/ARADO/UNPAN006094.pdf | 1262 |
| 28 | Time Management (in Arabic) | ARADO | http://unpan1.un.org/intradoc/groups/public/documents/ARADO/UNPAN009671.pdf | 1215 |
| 29 | Income Tax Ordinance 2001 (Pakistan) | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan005032.pdf | 1185 |
| 30 | El proceso penal en Nicaragua | ICAP | http://unpan1.un.org/intradoc/groups/public/documents/ICAP/UNPAN028758.pdf | 1176 |
| 31 | Knowledge Content in Key Economic Sectors in Malaysia 2004: Innovating for Competitive Edge | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN023791.pdf | 1142 |
| 32 | El cuadro de mando integral en la administración pública: el caso del ayuntamiento de Sant Cugat del Vallès | CLAD | http://unpan1.un.org/intradoc/groups/public/documents/CLAD/clad0047604.pdf | 1140 |
| 33 | Graft and Corruption: The Philippine Experience | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan019122.pdf | 1129 |
| 34 | Economía Informal: Régimen tributario especial para pequeñas y microempresas. Diseño e implementación | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan006823.pdf | 1108 |
| 35 | El control de la administración pública en Venezuela: la transparencia como limitante | CLAD | http://unpan1.un.org/intradoc/groups/public/documents/CLAD/clad0047336.pdf | 1095 |
| 36 | Corporate Governance and Accounting Standards in India - An Empirical Study on Practices | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN023821.pdf | 1087 |
| 37 | Indicadores de gestión para las entidades públicas | CLAD | http://unpan1.un.org/intradoc/groups/public/documents/CLAD/clad0047601.pdf | 1069 |
| 38 | A Guide to a Career with the United Nations | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN000153.pdf | 1069 |
| 39 | Sistema de Clasificación de Cargos | ICAP | http://unpan1.un.org/intradoc/groups/public/documents/icap/unpan035615.pdf | 1051 |
| 40 | Sustainable Tourism, Environmental Protection and Natural Resource Management: Paradise on Earth? | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan002600.pdf | 1045 |
| 41 | World Public Sector Report 2008: People Matter: Civic Engagement in Public Governance | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028608.pdf | 1023 |
| 42 | A Comparative Study of Non Performing Assets in India in the Global Context - Similarities and Dissimilarities, Remedial Measures | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/APCITY/UNPAN013132.pdf | 1016 |
| 43 | World Public Sector Report 2005 | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan021616.pdf | 1006 |
| 44 | El impacto de la actividad de consultoría sobre la capacidad institucional de los organismos públicos de los países de América Latina | OFPA | http://unpan1.un.org/intradoc/groups/public/documents/ofpa/unpan0043619.pdf | 1004 |
| 45 | Research Institutes in the UN System | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022689.pdf | 1003 |
| 46 | Impact of Agrarian Reform on Poverty | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan005112.pdf | 997 |
| 47 | How do You Motivate Staff? | UNSSC | http://unpan1.un.org/intradoc/groups/public/documents/unssc/unpan008721.pdf | 987 |
| 48 | Development Administration Newsletter -Issue I 2003- No.106 | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN012553.pdf | 975 |
| 49 | World Public Sector Report: Globalization and the State | DPADM | http://unpan1.un.org/intradoc/groups/public/documents/un/unpan012761.pdf | 969 |
| 50 | The Chinese Economic Reform and Chinese Entrepreneurship | APCITY | http://unpan1.un.org/intradoc/groups/public/documents/apcity/unpan023535.pdf | 941 |

- Most visited web pages (top 50)

| | Top 50 Website Pages in November 2009 | Visits |
|---|---|---|
| 1 | UNPAN- United Nations Public Administration Network > Home Page | 34,697 |
| 2 | UNPAN - United Nations Public Administration Network > Desktop Modules> New Articles> RSS | 4,209 |
| 3 | UNPAN- United Nations Public Administration Network> Arab Region Survey | 2559 |
| 4 | UNPAN - United Nations Public Administration Network > Library > Major Publications > UN E-Government Survey | 1,633 |
| 5 | UNPAN- United Nations Public Administration Network>Events>Conferences> Browse Conferences | 1486 |
| 6 | Public Service Awards Application | 936 |
| 7 | UNPAN- United Nations Public Administration Network >Events> Conferences | 922 |
| 8 | UNPAN - United Nations Public Administration Network > DPADM> Products Services> Ethics- Transparency and Accountability | 883 |
| 9 | UNPAN- United Nations Public Administration Network> DPADM> Global Forum> 7th Global Forum | 846 |
| 10 | UNPAN - United Nations Public Administration Network > Directory> World News | 780 |
| 11 | UNPAN - United Nations Public Administration Network >Public Service Awards | 732 |
| 12 | UNPAN- United Nations Public Administration Network> DPADM> Products> Thematic Portals> UN NGO IRENE | 694 |
| 13 | UNPAN - United Nations Public Administration Network >Events> Conferences | 606 |
| 14 | Contact Us | 590 |
| 15 | UNPAN - United Nations Public Administration Network>Intradoc Portal | 558 |
| 16 | UNPAN - United Nations Public Administration Network >Directory >Conferences | 552 |
| 17 | UNPAN - United Nations Public Administration Network>Regions> Africa | 550 |
| 18 | Global Forum | 521 |
| 19 | World Public Sector Report | 510 |
| 20 | UNPAN - United Nations Public Administration Network>Regions> Global | 505 |
| 21 | UNPAN- United Nations Public Administration Network>What's New | 500 |
| 22 | UNPAN - United Nations Public Administration Network > library > search documents | 488 |
| 23 | UNPAN - United Nations Public Administration Network > Regions> Asia-Pacific | 479 |
| 24 | UNPAN - United Nations Public Administration Network > Regions > Latin American & the Caribbean | 402 |
| 25 | UNPAN - United Nations Public Administration Network > eGov Knowledge Base | 391 |
| 26 | UNPAN Newsletter | 375 |
| 27 | UNPAN Site Map | 362 |
| 28 | Capacity Building in Conflict Management | 355 |
| 29 | UNPAN- United Nations Public Administration Network>Public Administration News | 354 |
| 30 | UNPAN - United Nations Public Administration Network > Intranet> Group> Public Documents> untc> unpan003670 | 354 |
| 31 | About UNPAN | 348 |
| 32 | Ethics Website | 346 |
| 33 | e-Government | 342 |
| 34 | UNPAN - United Nations Public Administration Network>Regions> Asia Pacific | 335 |
| 35 | UNPAN- United Nations Public Administration Network>Thematic Portals> DPADM Products> Technical and Advisory Services | 311 |
| 36 | UNPAN - United Nations Public Administration Network > DPADM | 294 |
| 37 | UNPAN - United Nations Public Administration Network > INNOVMED | 267 |
| 38 | WSIS Implementation Mechanism | 266 |
| 39 | UNPAN - United Nations Public Administration Network > Online Training Centre | 255 |
| 40 | UNPAN - United Nations Public Administration Network > Public Administration Country Profiles | 250 |
| 41 | UNPAN - United Nations Public Administration Network > Regions> Arab States | 244 |
| 42 | UNPAN - United Nations Public Administration Network > Intranet> Group> Public Documents> un> UNPAN014275 | 242 |
| 43 | UNPAN - United Nations Public Administration Network > UNPAN Partners | 235 |
| 44 | UNPAN - United Nations Public Administration Network > 8th Session of CEPA | 224 |
| 45 | UNPAN - United Nations Public Administration Network > Library> Thematic Websites | 223 |
| 46 | UNPAN - United Nations Public Administration Network > 7th Session of CEPA | 218 |
| 47 | UNPAN - United Nations Public Administration Network > Global Forum 6 | 209 |
| 48 | UNPAN - United Nations Public Administration Network > Intranet Docs> Groups> Public> Documents> UN> UNPAN 014270 | 201 |
| 49 | UNPAN - United Nations Public Administration Network > Intranet Docs> Groups> Public> Documents> ICAP> UNPAN 026095 | 197 |
| 50 | UNPAN - United Nations Public Administration Network > Directory>CEPA | 195 |

Most visited documents breakdown by partners (top 50)

| Region | Partner | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Global | CIIIAP | | | | | | | | | | | | | |
| | DPADM | 16 | 12 | 15 | 19 | 19 | 19 | 19 | 19 | 27 | 23 | 20 | 19 | **227** |
| | IIAS | | | | | | | | | | | | | |
| | ILO | | | | | | | | | | | | | |
| | UNDP | | | | | | | | | | | | | |
| | UNCRD | | | | | | | | | | | | | |
| | UNGC | | | | | | | | | | | | | |
| | UNPAN | 2 | 1 | 1 | | | | | | | | | 2 | **6** |
| | ***Total :*** (7) | **18** | **13** | **16** | **19** | **19** | **19** | **19** | **19** | **27** | **23** | **20** | **21** | **233** |
| Africa | AAPAM | | 1 | 2 | 1 | 1 | 1 | 1 | 1 | | | 1 | | **9** |
| | AMDIN | | | | | | | | | | | | | |
| | CAFRAD | 4 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 3 | 1 | 2 | **34** |
| | CPSI | | | | | | | | | 1 | 1 | | | **2** |
| | ECA | | | | | | | | | | | | | |
| | IDEP | | | 1 | | | | | | 2 | | | | **3** |
| | MDP-ESA | | | | | | | | | | | | | |
| | OFPA | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | | | 1 | 2 | **11** |
| | ***Total :*** (8) | **5** | **6** | **7** | **5** | **5** | **5** | **5** | **5** | **5** | **4** | **3** | **4** | **59** |
| Arab States | ARADO | 2 | 1 | 2 | 2 | 2 | 2 | 2 | 2 | | 2 | 2 | 2 | **19** |
| | DSG | | | | | | | | | | | | | |
| | ESCWA | | | | | | | | | | | | | **0** |
| | ***Total :*** (3) | **2** | **1** | **2** | **2** | **2** | **2** | **2** | **2** | **0** | **2** | **2** | **2** | **19** |
| Asia & the Pacific | CGG | | | | | | | | | | | | | |
| | EROPA | | 1 | 1 | | | | | | | | | 1 | **3** |
| | ESCAP | | | | | | | | | | | | | |
| | APCITY/RCOCI | 15 | 15 | 13 | 14 | 14 | 14 | 14 | 14 | 11 | 10 | 11 | 13 | **158** |
| | ***Total :*** (4) | **15** | **16** | **14** | **14** | **14** | **14** | **14** | **14** | **11** | **10** | **11** | **14** | **161** |
| Europe | CAIMED | | | | | | | | | | | | | **0** |
| | ECE | | | | | | | | | | | | | |
| | NISPAcee | | | | 1 | 1 | 1 | 1 | 1 | | | | | |
| | SSPE | | | | | | | | | | | | | |
| | UNSSC | 4 | 4 | 5 | 5 | 5 | 5 | 5 | 5 | 1 | 4 | 6 | 4 | **53** |
| | Other | | | | | | | | | | | | | **0** |
| | ***Total :*** (4) | **4** | **4** | **5** | **6** | **6** | **6** | **6** | **6** | **1** | **4** | **6** | **4** | **58** |
| Latin America & the Caribbean | CARICAD | | | | | | | | | | | 1 | | **1** |
| | CLAD | 2 | 4 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 3 | 2 | **22** |
| | ECLAC | | | | | | | | | | | | | |
| | ICAP | | 1 | 2 | | | | | | 2 | 2 | 3 | | **10** |
| | ***Total :*** (4) | **2** | **5** | **3** | **1** | **1** | **1** | **1** | **1** | **4** | **5** | **7** | **2** | **33** |
| North America | ASPA | 4 | 5 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 1 | 3 | **35** |
| | ICCE | | | | | | | | | | | | | |
| | IPAC/IAPC | | | | | | | | | | | | | |
| | IPMA-HR | | | | | | | | | | | | | |
| | NASPAA | | | | | | | | | | | | | |
| | ***Total :*** (5) | **4** | **5** | **3** | **3** | **3** | **3** | **3** | **3** | **2** | **2** | **1** | **3** | **35** |
| **Total** | **35** | **50** | **50** | **50** | **50** | **50** | **50** | **50** | **50** | **50** | **50** | **50** | **50** | **598** |

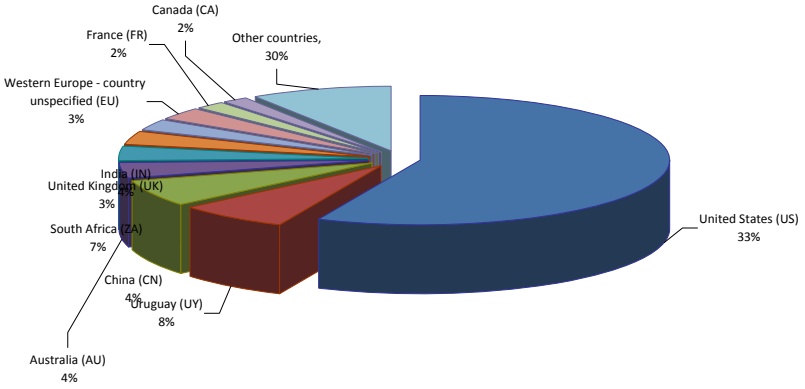
Most visited pages breakdown by region (top 50)

| Region | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Latin America & the Caribbean | 4 | 3 | 2 | 2 | 2 | 1 | 5 | 1 | 1 | 0 | 1 | 4 | **26** |
| Asia & the Pacific | 4 | 3 | 3 | 2 | 6 | 3 | 3 | 1 | 2 | 3 | 2 | 5 | **37** |
| Africa | 4 | 3 | 2 | 2 | 2 | 1 | 4 | 1 | 2 | 1 | 1 | 4 | **27** |
| Arab States | 2 | 4 | 2 | 3 | 2 | 2 | 3 | 2 | 2 | 2 | 2 | 4 | **30** |
| **TOTAL** | **14** | **13** | **9** | **9** | **12** | **7** | **15** | **5** | **7** | **6** | **6** | **17** | **120** |
| Europe | 3 | 3 | 2 | 1 | 3 | 2 | 4 | 1 | 0 | 0 | 0 | 3 | **22** |
| North America | 3 | 3 | 2 | 2 | 2 | 2 | 3 | 0 | 1 | 0 | 0 | 3 | **21** |
| **TOTAL** | **6** | **6** | **4** | **3** | **5** | **4** | **7** | **1** | **1** | **0** | **0** | **6** | **43** |
| International | 5 | 5 | 5 | 7 | 16 | 4 | 16 | 4 | 0 | 4 | 4 | 8 | **78** |
| General Pages | 25 | 26 | 32 | 31 | 17 | 35 | 12 | 40 | 42 | 40 | 40 | 19 | **359** |
| **TOTAL** | **30** | **31** | **37** | **38** | **33** | **39** | **28** | **44** | **42** | **44** | **44** | **27** | **437** |

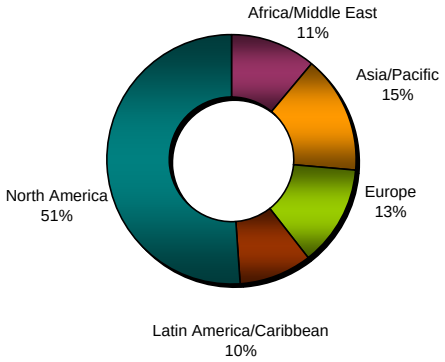
## B. Numbers of Visits

- Number of visits to UNPAN by country (top 20)

| Nov-09 | | | |
|---|---|---|---|
| | Countries | Visits | Percentage |
| 1 | United States (US) | 228,340 | 48.96% |
| 2 | Uruguay (UY) | 29,721 | 6.37% |
| 3 | South Africa (ZA) | 25,866 | 5.55% |
| 4 | China (CN) | 16,544 | 3.55% |
| 5 | Australia (AU) | 14,237 | 3.05% |
| 6 | United Kingdom (UK) | 12,936 | 2.77% |
| 7 | France (FR) | 11,925 | 2.56% |
| 8 | India (IN) | 11,714 | 2.51% |
| 9 | Western Europe - country unspecified (EU) | 8,433 | 1.81% |
| 10 | Canada (CA) | 6,363 | 1.36% |
| 11 | Korea (South) (KR) | 4,874 | 1.05% |
| 12 | Netherlands (NL) | 4,515 | 0.97% |
| 13 | Singapore (SG) | 4,512 | 0.97% |
| 14 | Germany (DE) | 4,300 | 0.92% |
| 15 | Malaysia (MY) | 3,683 | 0.79% |
| 16 | Spain (ES) | 3,286 | 0.70% |
| 17 | Mexico (MX) | 3,137 | 0.67% |
| 18 | Brazil (BR) | 3,084 | 0.66% |
| 19 | Mauritius (MU) | 2,928 | 0.63% |
| 20 | Japan (JP) | 2,757 | 0.59% |

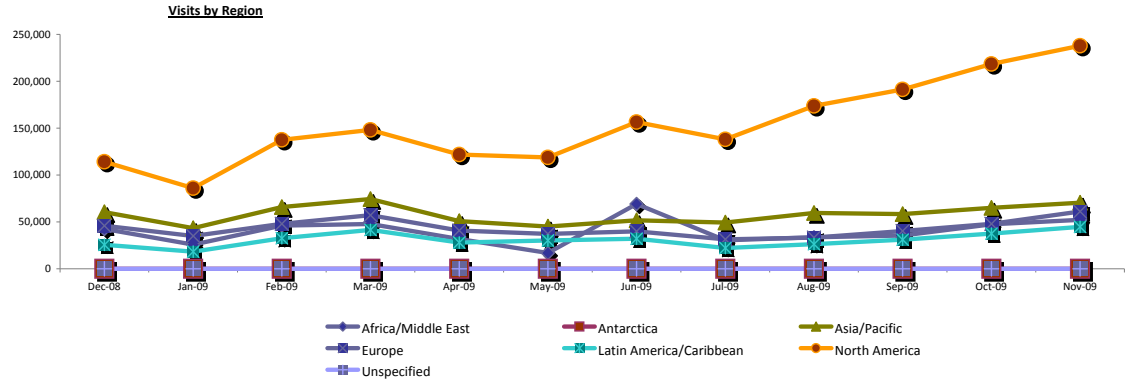


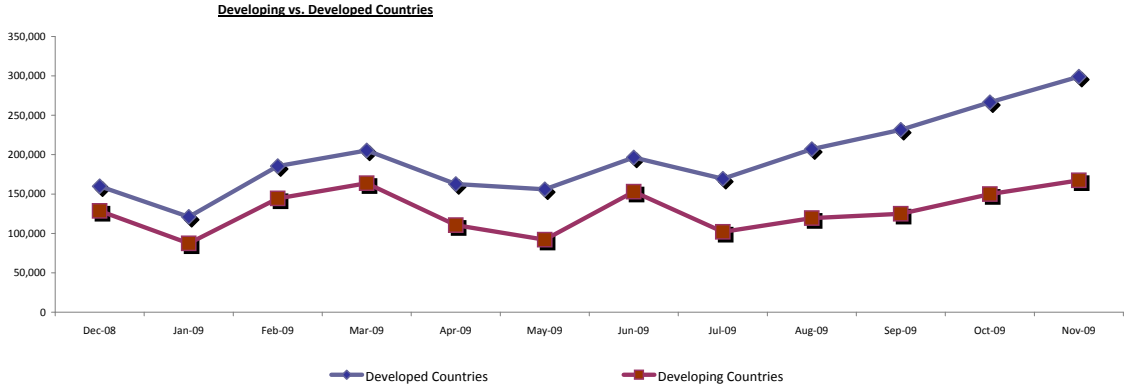

- Visits to UNPAN by regional geographical distribution



- Number of visits to UNPAN by region and by developing / developed countries

| | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **Africa/Middle East** | 25,826 | 46,073 | 47,865 | 31,770 | 16,913 | 69,059 | 30,386 | 33,699 | 35,571 | 47,500 | 52,222 | 42,408 |
| **Antarctica** | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| **Asia/Pacific** | 43,399 | 65,892 | 74,356 | 50,796 | 44,997 | 51,780 | 49,371 | 59,514 | 58,293 | 64,971 | 70,546 | 60,479 |
| **Europe** | 35,006 | 47,994 | 57,209 | 40,849 | 37,247 | 39,953 | 31,373 | 33,274 | 40,344 | 48,013 | 61,074 | 45,861 |
| **Latin America/Caribbean** | 18,211 | 32,511 | 41545 | 27,945 | 30,174 | 32,121 | 22,209 | 26,292 | 31,024 | 37,495 | 44,689 | 25609 |
| **North America** | 86,033 | 137,472 | 148,202 | 121,867 | 118,784 | 156,410 | 138,012 | 173,653 | 191,265 | 218,481 | 237,840 | 114,107 |
| **Unspecified** | 1 | 1 | 0 | 1 | 3 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| | | | | | | | | | | | | |
| **Developed Countries** | 121,039 | 185,466 | 205,411 | 162,716 | 156,031 | 196,363 | 169,385 | 206,927 | 231,609 | 266,494 | 298,914 | 159,968 |
| **Developing Countries** | 87,437 | 144,477 | 163,766 | 110,512 | 92,087 | 152,961 | 101,966 | 119,506 | 124,888 | 149,966 | 167,457 | 128,497 |



## C. Visits by Traffic Sources

- Referring domain (top 20)

| | Source-Nov-09 | Visits |
|---|---|---|
| 1 | Google | 132,321 |
| 2 | Google India | 25,431 |
| 3 | Yahoo | 16,328 |
| 4 | Google France | 14,410 |
| 5 | Google UK | 12,792 |
| 6 | Google Brazil | 7,935 |
| 7 | Google Canada | 7,744 |
| 8 | Google Venezuela | 6,941 |
| 9 | Google Mexico | 6,529 |
| 10 | Google Spain | 3,964 |
| 11 | Google Australia | 3,818 |
| 12 | Google Columbia | 3,654 |
| 13 | Google South Africa | 3,166 |
| 14 | Google Peru | 3,152 |
| 15 | Google Germany | 2,231 |
| 16 | Google Italy | 1,868 |
| 17 | Google UAE | 1,556 |
| 18 | Google Thailand | 1,544 |
| 19 | Baidu | 1,511 |
| 20 | Google Chile | 1,233 |

- Search phases (top 20)

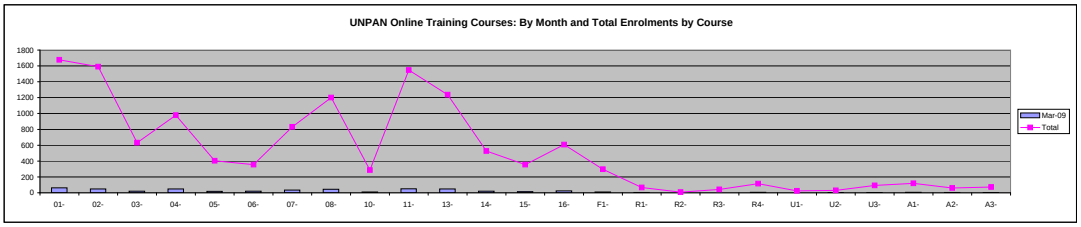
| | Search Phrases-Nov-09 | Referrals |
|---|---|---|
| 1 | management theories | 473 |
| 2 | johari window | 873 |
| 3 | unpan | 463 |
| 4 | recruitment strategies | 457 |
| 5 | diversity management | 364 |
| 6 | leadership styles | 482 |
| 7 | gaid | 334 |
| 8 | new public management | 302 |
| 9 | responsabilidade social no brasil | 297 |
| 10 | time management | 296 |
| 11 | johari window model | 293 |
| 12 | level leadership | 267 |
| 13 | foreign policy of pakistan | 262 |
| 14 | pakistan for policy | 251 |
| 15 | recruitment process | 237 |
| 16 | recruitment strategy | 232 |
| 17 | auidt infomatique | 216 |
| 18 | survey of corporate governance | 193 |
| 19 | leadership models | 188 |
| 20 | public administration in india | 176 |

## 3. UNPAN Online Training Centre: Statistics

### i) Overview

Total Cumulative Enrolment by Month

| ID | Course | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-08 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01- | Building a Community of Practice | 0 | 24 | 63 | 94 | 119 | 144 | 180 | 217 | 249 | 272 | 296 | 18 | 1676 |
| 02- | Decentralized Governance | 0 | 17 | 49 | 82 | 126 | 158 | 188 | 209 | 232 | 251 | 262 | 17 | 1591 |
| 03- | E-Government Interoperability | 0 | 9 | 21 | 32 | 55 | 67 | 76 | 85 | 91 | 96 | 97 | 2 | 631 |
| 04- | What an e-Gov Leader Should Know - Intro | 0 | 22 | 48 | 60 | 74 | 94 | 109 | 121 | 139 | 150 | 157 | 4 | 978 |
| 05- | What an e-Gov Leader Should Know - Tactical | 0 | 10 | 19 | 27 | 35 | 40 | 49 | 52 | 54 | 56 | 56 | 5 | 403 |
| 06- | What an e-Gov Leader Should Know - Strategic | 0 | 10 | 21 | 25 | 32 | 38 | 42 | 44 | 45 | 46 | 47 | 5 | 355 |
| 07- | Introduction to Electronic Government | 0 | 20 | 34 | 46 | 64 | 80 | 91 | 105 | 116 | 129 | 136 | 11 | 832 |
| 08- | Knowledge Management in Government | 0 | 18 | 44 | 61 | 84 | 107 | 134 | 159 | 175 | 196 | 212 | 10 | 1200 |
| 10- | Ontology, Semantic Web and e-Government | 0 | 3 | 10 | 18 | 24 | 31 | 35 | 37 | 39 | 43 | 45 | 2 | 287 |
| 11- | Public Administration Illustrated | 0 | 14 | 51 | 79 | 116 | 150 | 175 | 204 | 227 | 245 | 268 | 18 | 1547 |
| 13- | Results Based Monitoring and Evaluation | 0 | 19 | 49 | 70 | 90 | 112 | 142 | 156 | 180 | 198 | 220 | 2 | 1238 |
| 14- | Strategic Planning for Electronic Governance | 0 | 9 | 20 | 30 | 39 | 50 | 59 | 66 | 73 | 84 | 90 | 7 | 527 |
| 15- | Structures & Processes for e-Government | 0 | 9 | 15 | 22 | 30 | 36 | 41 | 46 | 47 | 50 | 57 | 3 | 356 |
| 16- | Workflow & Business Process for e-Government | 0 | 18 | 25 | 37 | 49 | 59 | 71 | 76 | 83 | 90 | 97 | 3 | 608 |
| F1- | L'ethique Dans Le Service public en Afrique | 0 | 3 | 11 | 18 | 25 | 28 | 30 | 34 | 39 | 47 | 58 | 3 | 296 |
| R1- | What an e-Gov Leader Should Know - Intro | 0 | 2 | 5 | 5 | 5 | 7 | 7 | 7 | 8 | 10 | 10 | 0 | 66 |
| R2- | What an e-Gov Leader Should Know - Tactical | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 2 | 2 | 1 | 8 |
| R3- | What an e-Gov Leader Should Know - Strategic | 0 | 1 | 1 | 1 | 1 | 15 | 18 | 1 | 1 | 1 | 1 | 1 | 42 |
| R4- | Public Property Management | 0 | 2 | 7 | 8 | 12 | 2 | 3 | 19 | 21 | 21 | 21 | 0 | 116 |
| U1- | What an e-Gov Leader Should Know - Intro | 0 | 1 | 1 | 1 | 1 | 2 | 3 | 3 | 4 | 4 | 4 | 0 | 24 |
| U2- | What an e-Gov Leader Should Know - Tactical | 0 | 1 | 2 | 2 | 2 | 5 | 6 | 3 | 3 | 3 | 3 | 0 | 30 |
| U3- | What an e-Gov Leader Should Know - Strategic | 0 | 1 | 2 | 3 | 4 | 28 | **30** | 6 | 6 | 6 | 6 | 0 | 92 |
| A1- | What an e-Government Leader Should Know- Intro (2009) | 0 | 3 | 6 | 7 | 9 | 12 | **13** | 16 | 16 | 18 | 19 | | 119 |
| A2- | What an e-Government Leader Should Know- Tactical (2009) | 0 | 2 | 4 | 6 | 6 | 7 | **7** | 7 | 7 | 7 | 7 | | 60 |
| A3- | What an e-Government Leader Should Know- Tactical (2009) | 0 | 2 | 3 | 3 | 7 | 9 | **10** | 9 | 10 | 10 | 10 | | 73 |
| | **TOTAL** | **0** | **220** | **511** | **737** | **1009** | **1282** | **1520** | **1682** | **1866** | **2035** | **2181** | **112** | **13155** |

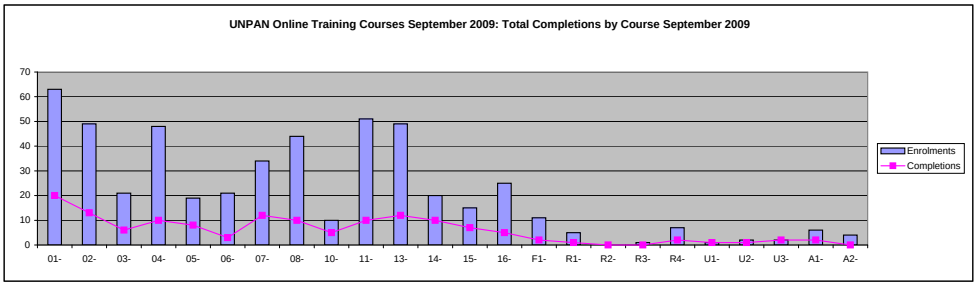


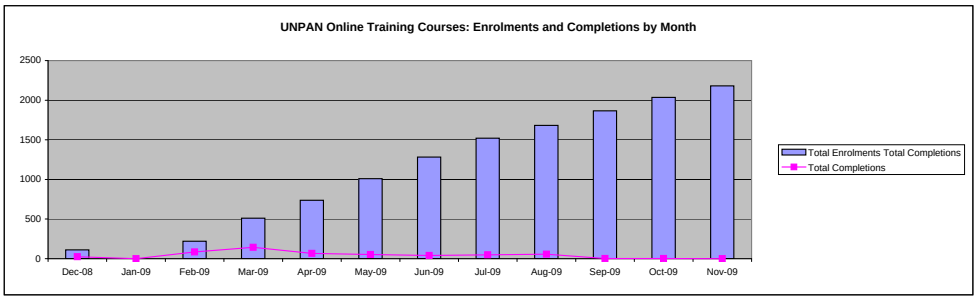
## 3. UNPAN Online Training Centre: Statistics

### i) Overview (cont.)

- Sucessful Completions

| ID | Course | Jan-09 | Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 01- | Building a Community of Practice | 0 | 11 | 20 | 14 | 4 | 5 | 4 | 10 | 0 | 0 | 0 |
| 02- | Decentralized Governance | 0 | 3 | 13 | 6 | 6 | 3 | 9 | 7 | 1 | 1 | 0 |
| 03- | E-Government Interoperability | 0 | 4 | 6 | 1 | 1 | 4 | 1 | 6 | 0 | 0 | 0 |
| 04- | What an e-Gov Leader Should Know - Intro | 0 | 3 | 10 | 4 | 4 | 3 | 3 | 3 | 0 | 0 | 0 |
| 05- | What an e-Gov Leader Should Know - Tactical | 0 | 5 | 8 | 3 | 3 | 2 | 1 | 3 | 0 | 0 | 0 |
| 06- | What an e-Gov Leader Should Know - Strategic | 0 | 6 | 3 | 5 | 3 | 1 | 3 | 1 | 0 | 0 | 0 |
| 07- | Introduction to Electronic Government | 0 | 8 | 12 | 5 | 3 | 2 | 3 | 5 | 0 | 0 | 0 |
| 08- | Knowledge Management in Government | 0 | 2 | 10 | 4 | 2 | 7 | 5 | 6 | 1 | 0 | 0 |
| 10- | Ontology, Semantic Web and e-Government | 0 | 3 | 5 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 0 |
| 11- | Public Administration Illustrated | 0 | 3 | 10 | 7 | 5 | 5 | 5 | 4 | 0 | 0 | 0 |
| 13- | Results Based Monitoring and Evaluation | 0 | 8 | 12 | 6 | 5 | 3 | 1 | 4 | 1 | 1 | 0 |
| 14- | Strategic Planning for Electronic Governance | 0 | 2 | 10 | 2 | 2 | 1 | 4 | 2 | 0 | 0 | 0 |
| 15- | Structures & Processes for e-Government | 0 | 3 | 7 | 2 | 4 | 1 | 3 | 1 | 0 | 0 | 0 |
| 16- | Workflow & Business Process for e-Government | 0 | 8 | 5 | 4 | 4 | 1 | 4 | 1 | 0 | 0 | 0 |
| F1- | L'ethique Dans Le Service public en Afrique | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| R1- | What an e-Gov Leader Should Know - Intro | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| R2- | What an e-Gov Leader Should Know - Tactical | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| R3- | What an e-Gov Leader Should Know - Strategic | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| R4- | Public Property Management | 0 | 3 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| U1- | What an e-Gov Leader Should Know - Intro | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| U2- | What an e-Gov Leader Should Know - Tactical | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| U3- | What an e-Gov Leader Should Know - Strategic | 0 | 1 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| A1- | What an e-Government Leader Should Know- Intro | 0 | 2 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| A2- | What an e-Government Leader Should Know- | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| A3- | What an e-Government Leader Should Know- | 0 | 2 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| | **TOTAL** | **0** | **84** | **143** | **66** | **52** | **41** | **49** | **57** | **3** | **2** | **0** |

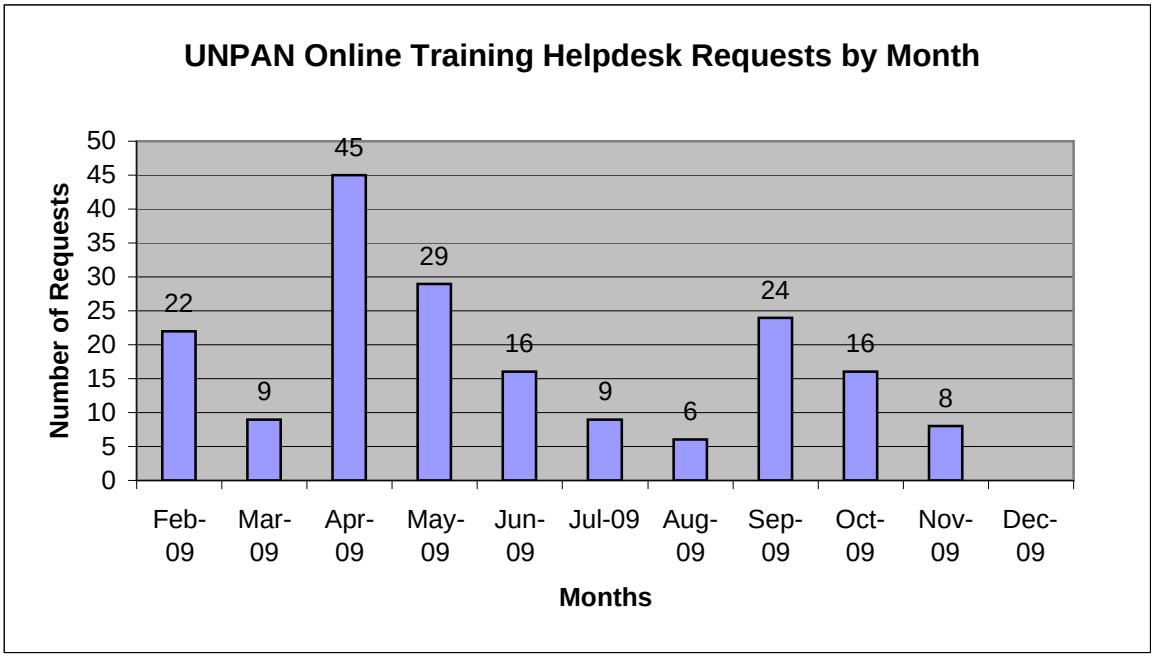


**UNPAN Online Training Helpdesk Requests**

**Requests:**

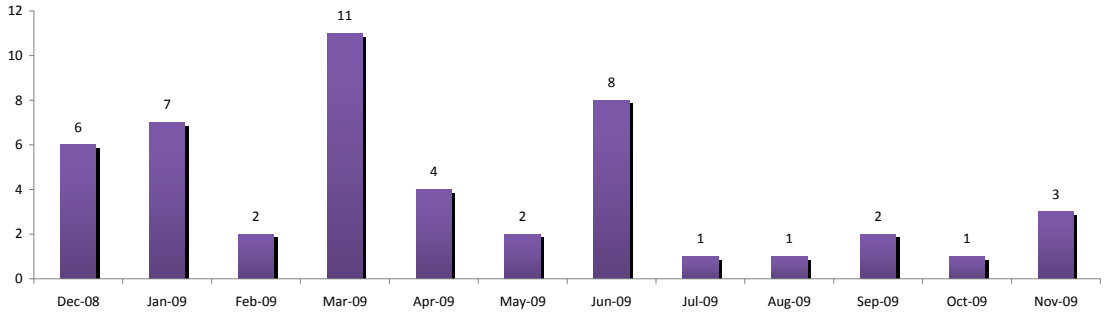
| Feb-09 | Mar-09 | Apr-09 | May-09 | Jun-09 | Jul-09 | Aug-09 | Sep-09 | Oct-09 | Nov-09 | Dec-09 |
|---|---|---|---|---|---|---|---|---|---|---|
| 22 | 9 | 45 | 29 | 16 | 9 | 6 | 24 | 16 | 8 | |

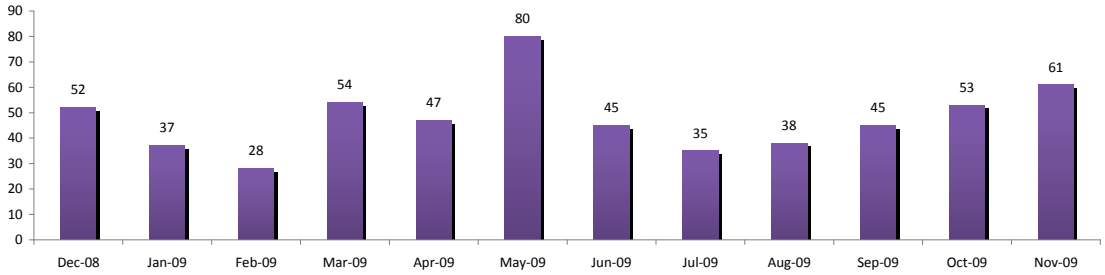


## 4. UNPAN Helpdesk

### i) Feedback from UNPAN users

| Feedback in November 2009 |
|---|
| 3 |
| **Total since January 2004** |
| 32,261 |




### ii) Service Requests from UNPAN users

| Requests in November 2009 | |
|---|---|
| **Internal** *from Divisional Staff for posting their products on UNPAN | **External** *requests received from UNPAN users for further |
| 36 | 25 |
| **Totals since January 2002** | |
| 3,147 | 5,612 |