



COMMUNICATION 19/19

Statement delivered by FICSA on ICSC agenda item 4 (c): ICSC global staff survey on conditions of service

To: Chairs, Member Associations/Unions
Members of the Executive Committee
Chairs, Members with Associate Status
Chairs, Associations with Consultative Status
Presidents, Federations with Observer Status
Chairs and Vice-Chairs of Standing Committees

Geneva, 6 August 2019

From: Brett Fitzgerald, FICSA President

FICSA would like to thank the ICSC Secretariat for the preparation and presentation of document R.4 on the subject of the ICSC's global staff survey on conditions of service.

As specified in the referenced document, a global staff survey was conducted by the ICSC in 2013 with the purpose of seeking staff views on the compensation package in place at that time.

Following the implementation of the new common system package, the General Assembly invited the Commission to present a progress report and comprehensive assessment report to the General Assembly on the implementation of the new package.

It was our understanding that the intention behind this General Assembly invitation was the General Assembly's desire to be informed as to whether internationally recruited staff are satisfied with the new total compensation package or whether there are any specific issues which should be flagged to the General Assembly.

In this respect, when the ICSC Secretariat published the updated and slightly revised 2019 version of the global staff survey through the respective organizations, staff immediately began contacting FICSA to raise questions and concerns in respect of the survey. As we had not been consulted by the ICSC Secretariat on the actual content of the questions contained in the survey, it made it difficult to respond to certain questions. We informed the ICSC secretariat accordingly in an effort to enhance communication and consultation.

In general, staff had the following queries or observations:

Since the survey was supposed to obtain feedback from internationally recruited staff affected by the implementation of the new total compensation package, staff did not understand why some survey questions focused on staff in the General Service category nor for what purpose. Consequently, staff expressed their views that the purpose of the survey was not clear;

Staff expressed views that some of the questions were not worded in a manner which could produce useable results in order to determine staff satisfaction with the new compensation package when compared with the previous compensation package;

The survey appeared to be more focused on whether staff had knowledge of benefits and allowances available to them and whether they had ever used such benefits and allowances; and

As a result of the above-described concerns, some staff had insisted that the staff federations boycott this ICSC survey. However, despite such pressure, the Presidents of all three staff federations took the decision to not boycott it but, instead, provide some guidance to staff who were willing to complete the survey.

FICSA is providing this feedback received from our membership in an open, frank and transparent manner in the hope of having a fruitful dialogue on this agenda item. We look forward to listening to the ICSC Secretariat's replies to the above-identified issues so that we can respond accordingly to our members, and we sincerely hope that communication and consultation with the staff federations in respect of this exercise will be enhanced when the ICSC Secretariat undertakes the analysis of the responses to the survey questionnaire.

Thank you.
