



FICSA COMMUNICATION 20/20

73RD FICSA COUNCIL SURVEY

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, 27 February 2020

From: Evelyn Kortum, General Secretary

Dear colleagues,

Thank you to those who completed the survey.

More than 140 participants gathered to discuss important issues concerning international civil servants' rights at the 73rd FICSA Council in 7 Standing Committees, 2 Ad Hoc Committees and 2 Joint Sessions, as well as in Plenary. Although feedback tells us that the 73rd FICSA Council was very successful, we are constantly looking for suggestions to improve next time.

Here we would like to share some of the feedback we received from the *rapid post Council survey* to let you know what we will be working towards for future FICSA Councils. Participants most enjoyed opportunities to network and exchange knowledge, to feel solidarity and comradery, and to meet SA representatives from the diverse membership. The support and commitment from the FICSA Secretariat and ExCom were greatly appreciated by participants. Participants unanimously agreed that the venue for the Council, IMO, was conducive to a good working environment and they appreciated the efforts that were put into the organization of the venue.

The two main areas that need the most improvement are the use of technology and time management for sessions. Clearly the updated electronic voting system was very much welcomed by all the participants for its efficiency. However, participants pointed out that there were multiple technical difficulties that hindered the prompt start of the sessions. While most participants found having access to SharePoint and Google Calendar helpful, some individuals had problems accessing them. More IT support to set up Skype calls and connections prior to each session will require more attention at the next Council. Others suggested (1) developing an Application (App) for the Council, (2) creating an online database comparing conditions and services in member organizations (sharing best practices), and (3) integrating other technologies during sessions for simultaneous contributions and increased collaboration (e.g., Slack, Mentimeter, Ahaslides, etc).

FICSA's response: We will continue to work on improved and expanded technological tools for increased use in future Councils.

Some participants felt that important issues were not discussed, or they did not reach a conclusion due to the lack of time. Several sessions did not start and end on time.

FICSA's response Moving forward, we will cross-check agenda to avoid theme repetition to ensure important issues are prioritized and are sufficiently covered. We will consider shortening the agendas to a maximum number of agenda items in concurrence with the Standing/Ad Hoc Committee Chairs. We will furthermore continue to publish the agendas for your input, as well as continue providing the relevant summary sheets, since participants found these to be well-prepared and useful for facilitating discussions.

Other areas of improvement concern providing better support for the rapporteurs.

FICSA's response For the next Council we will identify rapporteurs in advance by writing to you and provide them with pre-Council training organized by the Council rapporteur, Mary Stewart.

Thank you again to everyone who completed the survey, and please feel free to reach out at any point for more feedback and suggestions for the management of the 74th Council or just any improvements you might want to see in our day-to-day work.

<https://www.surveymonkey.com/r/73rdcouncil>

You can also send feedback directly to ficsa@un.org, walk in to FICSA headquarters or give us a call.
