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Feedback on the 74th FICSA Council Survey

14/21**Geneva****19 March 2021**

To: All members

From: Cosimo Melpignano, General Secretary

Dear Colleagues,

Thank you to those who completed the survey on your experience related to this year's FICSA Council. This time it was particularly important for us to receive your feedback. The virtual modality has brought several challenges to FICSA Secretariat and we worked hard towards a successful session of the Council, but we know there is always room to improve. With this in mind we were looking forward to your observations and suggestions to improve things for next time around.

The 74th FICSA Council has seen the contribution of more than 227 [participants and guests](#) who discussed [important issues](#) concerning international civil servants. The various sessions we held included [7 Standing Committees](#), 2 Ad Hoc Committees and [3 Joint Sessions](#), as well as the [Plenary](#).

The virtual arrangement meant, among others, reduced opportunities for networking, camaraderie, and possibility to meet representatives from the diverse membership, and stresses the importance of a minimum of face-to-face interactions. However, feedback received has shown how the FICSA membership also valued other aspects. The virtual fashion was seen by many as an opportunity to participate which would not have been possible face-to-face.

First of all, the **FICSA Secretariat** support and commitment were recognized by 100% of respondents, due to its swift and timely responses to queries. Colleagues were felt to be patient, efficient, supportive and helpful. This is useful feedback and we thank you for your appreciation.

The **FICSA website** was useful to all respondents and appreciated as having all resources in one place. Actors of the Council especially valued the resources for the standing committees for chairs, vice-chairs and rapporteurs. Generally, also the update since last year's Council (reporting back) was felt to be useful.

Joint Sessions were popular. Participants appreciated the background work undertaken, the opportunities for exchange and discussion, and the participation of experts. Impressions were that the sessions were extremely informative and provided an opportunity to get a more in-depth grasp of key issues.



COMMUNICATIONS

Standing Committees were rated highest in terms of satisfaction for the preparation and management of the agenda followed by the 50% of satisfaction with the virtual meeting experience. Participation and interaction were rated lower. A broad-spectrum of comments were received on timing which the FICSA Secretariat will duly consider for the preparation of the 75th Council.

On the **Plenary Session**, members were very satisfied to satisfied with the format of the 3-day plenary sessions. The most supported suggestions for the next Council at 60% are a meeting for 3-4 days in plenary in a face-to-face session. 37% opt for a 3-4 plenary session in hybrid fashion so that those who can usually not attend, can attend.

In general terms, the membership was very satisfied to satisfied with the 74th Council. Highlights included also the presentation of the reports, the properly planned and well-managed sessions, elections, the interventions from the ICSC and the HLCM, and the chairing of the plenary. Mentimeter was enjoyed by many and considered a good tool that should be applied more often. Many also felt that they did not have the necessary time to allot to FICSA events due to the home office setting which has led to more work and expectations and less personal time to attend events.

Attendees generally find the work of FICSA inspiring and motivating although the multitude of information daunting, particularly for new members. Work is outstanding on getting the audience more engaged, possibly through break-out-groups. Comments also mentioned that members would like more contact with FICSA as 'they had not heard from FICSA after the closing of the session'.

Thank you again to everyone who completed the survey. We will be discussing your feedback during the year and develop recommendations with the ExCom and Standing Committee chairs as we go towards the 75th Council. Please feel free to reach out at any point for more feedback and suggestions for the management of the 75th Council or just any improvements you might want to see in our day-to-day work.

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