

Agenda Item 13: Report of the APPU / UPU Reform Working Group

Workstream 3 (WS 3), Sub-item 13.3.1: New work of a functional nature – update on 2018 membership survey

Presentation by New Zealand

1. Subject	References/paragraphs
<p>Informing APPU members on:</p> <ul style="list-style-type: none"> - the update of activity on the 37 action items identified in the 2018 membership survey - the overall status of the membership survey activity - key outcomes of membership survey implementation - future focus resulting from the implementation of the survey outcomes 	<p>§ 2, Annex 1</p> <p>§ 3</p> <p>§ 4</p> <p>§ 5</p>
2. Decisions expected	
<p>The EC, via the WG, is asked to:</p> <ul style="list-style-type: none"> - note the status of actions arising from the 2018 membership survey - note that since the 2020 online EC meeting: <ul style="list-style-type: none"> • ongoing action items have increased from 7 to 13; • under action items have reduced from 7 to 0; and • completed items have increased from 14 to 15 - note the Reform WG has completed its work on the implementation of the 2018 membership survey - note the areas where ongoing actions are targeted - note the areas where actions have been taken - note that from the ongoing actions the two key areas are the <ul style="list-style-type: none"> • content and focus of EC meetings; and • synergy, alignment, better use of resources between organs of the Union - approve the development of specific programmes to address the two key areas (content and focus of EC meetings; synergy, alignment, better use of resources between organs of the Union), and that action and outcomes regarding these matters form part of the accountabilities of the Bureau 	<p>§ 2.1, Annex 1</p> <p>§ 2.2</p> <p>§ 3</p> <p>§ 4.2</p> <p>§ 4.3</p> <p>§ 5.1</p> <p>§ 5.2</p>

1. Introduction

- 1.1 This document updates the EC, through the APPU / UPU Reform Working Group of the status regarding the 37 actions identified in the 2018 membership survey.

2. Update summary

- 2.1 The detailed position regarding the 37 actions is set out in EC 2021 Doc 13.3.1 Annex 1. The summary of the various actions is in the table below. (**Note:** in the column “No. of Actions”, the number in brackets (e.g., “(7)”) is the number that applied when reporting was done at the EC online meeting in 2020).

Status Ref.	Status	No. of Actions
1	Ongoing action item	13 (7)
2	Under action	0 (7)
3	Completed and awaiting feedback	0 (0)
4	Completed	15 (14)
5	No action required	9 (9)

2.2 From the table, the key changes are:

- Increase from 7 to 13 of ongoing action items;
- reduction from 7 to 0 of under action items; and
- increase from 14 to 15 of completed items.

2.3 The detailed report at Annex 1 highlights changes since the last EC meeting i.e., Column E ("Status of Action"), identifies new comment in **yellow text**, with underlining to indicate additional text.

3. Overall status of membership survey activity

3.1 The Reform WG has now finished all the action it can take on the 37 items. Accordingly, this part of the Reform WG work is completed.

4. Key outcomes of membership survey implementation

4.1 The key outcomes of the membership survey fall into two categories.

- Actions that have been incorporated into annual review items (13 actions); and
- Actions taken (or taken as far the Reform WG is able to) (15 actions).

4.2 The 13 annual review actions are categorised as follows.

- Content and focus of EC meetings (7 actions)
- Synergy, alignment, better use of resources between organs of the Union (2 actions)
- Technology capacity / capability (2 actions)
- Ensuring key member information is up to date (2 actions).

4.3 The 15 actions that have been taken (or taken as far as the Reform WG is able to) are categorised as follows.

- Updating various parties with information gained from the survey (6 actions)
- Changes to EC meeting programme (1 action)
- Improvement in the timeliness of meeting documents (4 actions)
- Website enhancement (1 action)
- Assigned to Bureau IT review for completion (i.e., Reform WG has taken these actions as far as it can (3 actions)

5. Future focus

- 5.1 The future focus is in two main areas in the view of the Reform WG i.e., content and focus of EC meetings, and synergy, alignment, better use of resources between organs of the Union.
- 5.2 While there may be nothing new in the conclusion in paragraph 5.1, a process should now commence where these two matters become specific programmes of work that are built into the accountabilities of the Bureau.