

**WORLD TOURISM ORGANIZATION
GENERAL
ASSEMBLY**



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**REPORT ON THE IMPLEMENTATION OF THE ORGANIZATION'S
GENERAL PROGRAMME OF WORK FOR THE PERIOD 2004-2005**

Addendum 2

Note by the Secretary-General

The attached document contains the report of the twenty-ninth meeting of the Programme Committee, held at the Organization's Headquarters on 2 and 3 November 2005.

**REPORT ON THE IMPLEMENTATION OF THE ORGANIZATION'S
GENERAL PROGRAMME OF WORK FOR THE PERIOD 2004-2005**

Addendum 2

1. The Programme Committee held its twenty-ninth meeting at the Organization's Headquarters on 2 and 3 November 2005. The meeting was chaired by Dr. Angelika Liedler, Head of the International Tourism Policy Unit of the Ministry of Economics and Labour of Austria. A list of participants is attached as Annex 1 to this report.

A. Report on the implementation and evaluation of the general programme of work for 2004-2005

2. The main purpose of the meeting was to consider the Secretary-General's report on the implementation of the general programme of work for 2004-2005, prior to its submission to the General Assembly at its sixteenth session (Dakar, Senegal, 28 November-2 December 2005). At the request of the Committee's Chairperson, the report was supplemented by briefing notes and oral presentations by the heads of the various programme sections, as well as by a report of the Committee's Task Force on the evaluation of the programme, which met on the morning of 2 November 2005.

3. The Committee appraised positively the overall results achieved in implementing the various projects and work streams included in the programme of work. It noted with satisfaction that the products and services delivered to Members effectively met the needs and expectations of different stakeholders and were highly valued by them. The Committee also appraised positively the Organization's responsiveness to the continuous shifts in the situation of world tourism, despite its limited resources.

4. The Committee noted that significant – albeit still uneven – progress was made by the Secretariat in the application of the evaluation system designed specifically for WTO and which relied essentially on self-management. It also noted with satisfaction that the evaluation provided useful feedback and insightful comments by Members, especially on the quality of products and services delivered and helped both the Committee and the Secretariat focus on priorities, review performance and, where necessary, introduce improvements.

5. Nevertheless, the Committee emphasized the need to develop strategic links between the different goals and priorities of the Organization so as to effectively align the programme of work to the Organization's mission. To this end, the Committee recommended that existing internal coordination and line management structures should be reinforced and welcomed the offer by senior officials of the Secretariat to put forward suggestions in this respect.

6. Furthermore, the Committee recommended the following measures to increase the effectiveness of performance management within the Organization:

- Facilitate the sharing of existing good practices and successful evaluation techniques within the Secretariat on a regular basis, using WTO's intranet.
- Develop and improve the use of internet-based dissemination and evaluation techniques.
- Develop a set of practical tools, indicators and models that can be flexibly adapted to the activities of each Department and present them in a user-friendly format.
- Carry out a comprehensive membership expectation assessment and priority identification survey (similar to the one carried in early 2002) and disseminate its findings to technical steering committees, Regional Commissions, the Programme Committee and the Executive Council

7. Finally, the Committee recommended the introduction of common standards for the format and presentation of WTO's publications so as to adequately reflect the Organization's corporate identity as a specialized agency of the United Nations.

B. Agenda 2010

8. The Committee noted the Secretary-General's proposals for a medium-term perspective of the Organization's activities, as revised following the Committee's twenty-eighth meeting in April 2005 and expressed its confidence that these proposals will be instrumental in further increasing the effectiveness of performance management within the Organization.

9. Due to the fact that the draft White Paper was distributed to the Committee on the spot, it entrusted its Members with forwarding their observations and comments on this important document to the WTO Strategic Group at its meeting in London on 15 November 2005, through Mr. Martin Brackenbury.

C. Membership of the Committee

10. The Committee recalled that, in accordance with the programme regulations, its Members were elected, on the occasion of the 15th session of the General Assembly, in October 2003, for a term of office of four years.

11. The Committee also recognized that owing to the fact that its Members were designated on a personal basis, it has proven to be desirable to reconfirm every two years, the willingness and ability of Members to continue to serve on the Committee and to fill in seats that may have become vacant.

12. The Committee therefore called upon its Members to notify the Secretariat, in writing, of their willingness and ability to complete their term of office up to 2007 and invited the Regional Commissions and the Committee of Affiliate Members to take the necessary measures to appoint representatives or alternate representatives for seats that have become vacant.

D. Place and date of the Committee's thirtieth meeting

13. The Committee decided to hold its thirtieth meeting at the Organization's Headquarters in Madrid, at a date to be fixed during the first half of 2006, in consultation between its Chairperson and the Secretary-General.

14. The Committee also decided to extend the duration of the above-mentioned meeting to three days, including a meeting, on the first morning, of its Task Force on Evaluation.

ANNEX 1**LIST OF PARTICIPANTS****I. CHAIRPERSON OF THE COMMITTEE/PRÉSIDENT DU COMITÉ****AUSTRIA/AUTRICHE**

Mrs. Angelika LIEDLER
Head of International Tourism Affairs
Division
Federal Ministry for Economic Affairs and
Labour

II. MEMBERS OF THE COMMITTEE/MEMBRES DU COMITÉ**INDIA/INDE**

Mrs. Rekha KHOSLA
Director
India Tourism, Paris
France

FRANCE/FRANCE

M. Max SALOMON
Directeur de la mission des affaires
internationales
Ministère délégué au tourisme

LEBANON/LIBAN

M. Joseph HAIMARI
Conseiller du Ministre du tourisme
Ministère du tourisme

**SERBIA AND MONTENEGRO/SERBIE ET
MONTENEGRO**

Mrs. Ljibica MILOJEVIC
Special Advisor for Foreign Tourist Affairs
Permanent Representative to WTO
Ministry of Trade, Tourism and Services

SEYCHELLES/SEYCHELLES

Ms. Zoritsa UROSEVIC-NIBOURETTE
Advisor
Ministry of Tourism and Civil Aviation

THAILAND/THAÏLANDE

Mr. Pradech PHAYAKVICHIEEN
Advisor to the Tourism Authority of Thailand

Ms. Sriporn BHEKANANDANA
Administrative Officer
Tourism Authority of Thailand

**REPRESENTATIVE OF THE ASSOCIATE
MEMBERS/REPRÉSENTANT DES
MEMBRES ASSOCIÉS**

M. Wim VANSEVEREN
Administrateur-Général
Office du tourisme de la Flandre
Belgium

**REPRESENTATIVES OF THE AFFILIATE
MEMBERS/ REPRESENTANT DES
MEMBRES AFFILIÉS**

**Nominated by the WTO Business Council/
Désigné par le Conseil professionnel de
l'OMT**

Mr. Martin BRACKENBURY
President
International Federation of Tour Operators
(IFTO)
United Kingdom

Mr. Carlos VOGELER
Vice President BD RCI
Resort Condominiums International, LLC
Spain

III. OBSERVERS/OBSERVATEURS

SPAIN/ESPAGNE

Sra. D^a Mónica FERNÁNDEZ SÁNCHEZ
Jefe del Área de Relaciones Internacionales
Secretaría General de Turismo
Ministerio de Industria, Turismo y Comercio