Enhancing our operations

Effective functioning of the Organization

What we do

- General Assembly affairs and conference management
- Global communications
- Oversight
- Management strategy, policy and compliance
- Offices away from Headquarters
- Operational support

Our team

ARABIC

- Department for General Assembly and Conference Management
- Department of Global Communications
- Department of Management Strategy,
 Policy and Compliance
- Department of Operational Support
- Department of Safety and Security
- Office of Internal Oversight Services
- United Nations Offices at Geneva, Nairobi and Vienna
- United Nations Ethics Office
- Office of the Special Coordinator on Improving the United Nations Response to Sexual Exploitation and Abuse
- Office of the Victims' Rights Advocate

Interpreters work from booths overlooking the General Assembly Hall during the 16th plenary meeting of the seventy-eighth session.

(New York; October 2023) © UN Photo/Rick Bajornas

Our effective functioning efforts

120M+
users visited un.org

27.5M

unique downloads from United Nations Digital Library

185,000
United Nations system
personnel have access to
iSeek, the United Nations
intranet

3,900+
meetings and events streamed
on United Nations WebTV



"We work to build an Organization that is forward looking and responsive to the needs of the people we serve."

Catherine Pollard, Under-Secretary-General for Management Strategy, Policy and Compliance



United Nations staff conduct an inter-agency joint security assessment in Ethiopia following an influx of refugees from neighbouring Somalia.

(Somali Regional State; June 2023) © Department of Safety and Security

Our work and people

Over 35,000 United Nations Secretariat staff members work at 467 duty stations across the globe. The Secretariat strives to uphold the highest standards of integrity and ethical conduct, efficient management of resources and effective delivery on mandates.

Mental health and well-being in the workplace

We recently launched the United Nations System Workplace Mental Health and Well-being Strategy for 2024 and beyond. The Strategy was unanimously endorsed by the High-Level Committee on Management and represented a significant step forward in our commitment to promoting mental health and well-being for our workforce.

Our achievements

Shifting from a biennial to an annual budget has enabled a more resultsoriented culture. Programme plans and resource requirements are adjusted more often, on the basis of more recent performance information, making our planning more responsive. Annual spending reviews support the optimization of resources for more effective mandate implementation. We also strengthened a culture of efficiency in field operations by adopting a data-driven approach to budget formulation and by achieving cost efficiencies and cost avoidance in a range of areas.



A view of the intercultural and interreligious dialogue and panel discussion on building bridges between East and West.

(New York; June 2023) © UN Photo/Paulo Filgueiras



"The Organization is committed to delivering holistic support solutions in increasingly complex operating environments, ensuring the support needs of a diverse client base and improving service delivery through technology, skills and culture."

Atul Khare, Under-Secretary-General for Operational Support

Communicating with global audiences

70Msocial media followers
through @unitednations
accounts across platforms in
nine languages

52M+

video views of content on the United Nations YouTube channel in English

275,000+
visitors taking guided tours of
the United Nations in New York,
Geneva, Vienna and Nairobi



"Exploring innovative approaches for the use of technology in delivering high-quality, multilingual conference services is key to supporting the Organization's pursuit of solutions to global issues."

Movses Abelian,

Under-Secretary-General for General Assembly and Conference Management

Multilingualism and diplomacy at work

words across documents in the six official languages

32M documents downloaded from

the Official Document System

135,000 sessions logged into

sessions logged into the e-deleGATE platform for diplomats

20,000
hours of simultaneous
interpretations in the six official
languages



Memory of the Victims of the Holocaust.

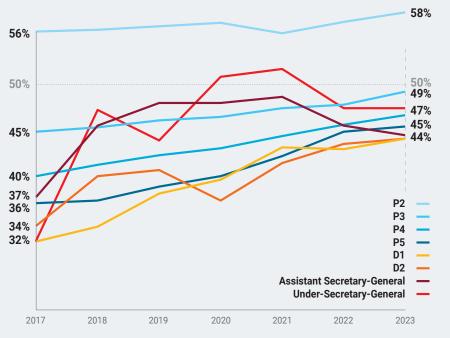
(Geneva; January 2023) © UN Photo/Violaine Martin

Dedicated portals **improved transparency** by providing more information to Member States on our workforce and on our financial and programme performance. The Member States Portal for Uniformed Capabilities Support provides information to troop- and police-contributing countries on the status of their claims and payments. Empowering staff to make data-driven decisions using Umoja self-service analytics and enterprise dashboards **enabled more effective decision-making**.

Attaining equitable geographical distribution and wide geographical representation, as well as attaining gender parity among staff in the Secretariat, remained key priorities for the Organization as a whole. **The Secretariat is on track to achieving gender parity at the organizational level by 2028**, but more work remains to be done to achieve parity at every level of every entity. The General Assembly decision to widen the system of desirable ranges increased the number of geographical posts, leading to a reduction in the number of Member States that were un-, under- or overrepresented. In early 2024, 123 Member States were within range, compared with 103 in December 2023.

Commitment to gender parity yields results

Percentage of women staff on fixed-term appointments at the Professional level and above, 2017-2023

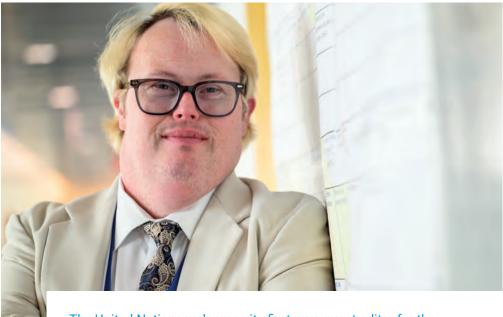


With the launch of the system-wide strategy on gender parity, the Secretary-General is committed to advancing parity across the system at all levels, beginning with international Secretariat staff at Professional level and above, on fixed-term, continuous and permanent/indefinite appointments.



"More than ever, our work is essential to ensuring that United Nations managers and staff act as good stewards of the resources of the Organization, accountable for upholding its values while achieving mandated results."

Fatoumata Ndiaye, Under-Secretary-General for Internal Oversight Services



The United Nations welcomes its first-ever guest editor for the United Nations News live blog on the opening day of the seventeenth session of the Conference of States Parties to the Convention on the Rights of Persons with Disabilities.



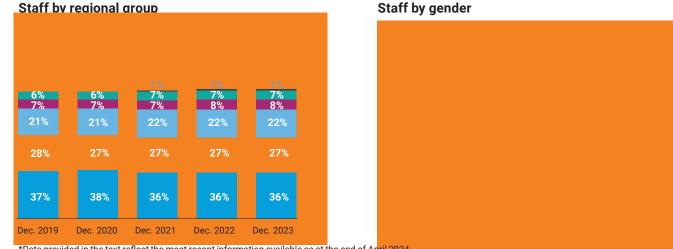
"Responsible personal use of social media as international civil servants is integral to strengthening the ethical culture of the Organization."

Thi Kim Xuan Nguyen, Acting Director, Ethics Office

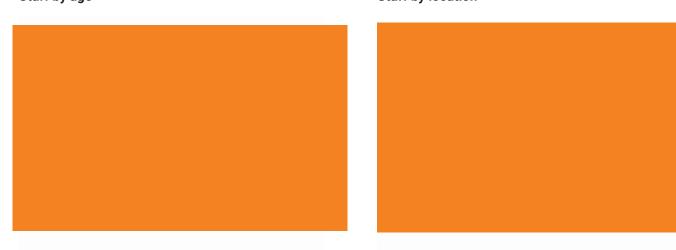
(New York; June 2024) © UN Photo/Mark Garten

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^{*}Data provided in the text reflect the most recent information available as at the end of Apr



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while the corresponding infographics display data up to the end of December 2023.

Note: The five regional groups were formed to facilitate the equitable geographical distribution of seats among the Member States in different United Nations bodies. "Other" includes staff from the State of Palestine and staff who are stateless.



"Victims' rights first.
Our advocacy ensures
that victims of sexual
exploitation and abuse
have voice, assistance
and justice."

Najla Nassif Palma, Victims' Rights Advocate



"Anybody serving under the United Nations flag should uphold our values. We need to make a commitment here and now to stop sexual exploitation and abuse."

Christian Saunders,
Special Coordinator on Improving
the United Nations Response to
Sexual Exploitation and Abuse

The Anti-Racism Office led efforts to implement the strategic action plan for addressing racism and promoting dignity for all in the United Nations Secretariat. The Ethics Office of the Secretariat reinforced the protection of staff against retaliation for reporting misconduct or cooperating with audits and investigations. We also advanced the United Nations Disability Inclusion Strategy across system organizations.

Committed leadership, adequate resources and constant vigilance are crucial to effectively combating sexual exploitation and abuse. To strengthen the victim-centred approach in our prevention and response efforts, we issued a statement on victims' rights in all official and some local languages.

The Department of Safety and Security, alongside other members of the United Nations security management system, continued to enable the delivery of programmes globally. The safety and security of United Nations personnel, especially those who are locally recruited, remains a concern amid complex crises.

We strengthened our situational awareness, procedures and surge modalities to ensure the effective operational closure of MINUSMA and the United Nations Integrated Transition Assistance Mission in the Sudan in complex and rapidly evolving environments. We **promoted environmentally responsible operations** to benefit host countries and communities. Through the triangular partnership programme, we reinforced institutional and operational cooperation with regional organizations.

Our communications teams **responded quickly to major crises** and covered the Organization's activities around the world by disseminating timely and fact-based information and campaigns. They **initiated the development of the Global Principles for Information Integrity, to address misinformation, disinformation and hate speech in the public sphere.**

In support of Member States, the Secretariat expanded the accessibility and functionality of the multilingual e-deleGATE platform, including by adding a new module on candidatures and elections. We also further automated data capture to expedite the production of procedural documentation.

Pioneering the use of generative artificial intelligence, we established a dedicated laboratory to undertake pilot projects, including data-driven storytelling. We integrated strategic foresight into our work, leveraging artificial intelligence for workforce planning.

Ultimately, the continued effectiveness of our work depends on the availability of cash. In 2023, the regular budget cash situation steadily worsened. Lower collections and the return of credits to Member States depleted reserves. In early 2024, the Organization had to implement stringent spending restrictions to avert payment defaults due to cash shortages.



"Security was at the forefront of the Organization's crisis response in 2023, ensuring safe and secure operations while enhancing resilience, planning and emergency response capabilities."

Gilles Michaud, Under-Secretary-General for Safety and Security



The biannual session of the United Nations System Chief Executives Board for Coordination convenes at the Greentree Estate on Long Island, New York.



"The world today needs healthy information ecosystems if we want informed, stable and united societies."

Melissa Fleming, Under-Secretary-General for Global Communications

(New York; November 2023) © UN Photo/Eskinder Debebe

Select Transformative Agendas*

2001

2002

2005

2008

The long-term objectives of the United Nations revolve around transformative agendas endorsed or welcomed by the Member States.

,	United to Reform Implementation of the Secretary- General's development, management and peace and security reform agenda	Decade of Action De Secretary-General's call for a decade of action to deliver	I 75 d to UN75 claration of 12 mmitments global operation d sustainable velopment	Human Rights Secretary- General's call to action for human rights	COVID-19 Global Solidarity and Ceasefire General Assembly resolution 74/270 and Security Council resolution 2532 (2020)	Treaty on the Prohibition of Nuclear Weapons Entry into force of the Treaty	Doha Programme of Action General Assembly resolution 76/258 on the Doha Programme of Action for the Least Developed Countries	SDG Summit Second high-I political forum convened und the auspices of General Asset to advance efforts to ach the Sustainab Development	der der bof the mbly deve devel sieve der bof the mbly devel devel de devel	Davalaning	Summit of the Future Towards a Pact for the Future	Third United Nations Conference on Landlocked Developing Countries
	2020 tion for acekeeping	Youth and P			genda and Agenda 20	63	Ocean Resolution Our ocean,		New Urban Agenda	Countering Drugs Joint commitment	Sustaining P	reace
Dec of S Cor Uni Pea	Declaration of Shared Commitments on United Nations Peacekeeping Operations Security resolutio (2018) ar (2015)		Framework for a Renewed United Nations-African Union Partnership		hip	our future: call for action	United Nations Conference on Housing and Sustainable Urban Development (Habitat III)		to effectively addressing and countering the world drug problem, General Assembly resolution S-30/1	New framework for sustaining peace, General Assembly resolution 70/262 and identical Security Council resolution 2282 (2016)		
Conference on W	tion Action, Fourth World Jomen	019	for the Furth	the Sustainable D	Strategy n of the Programme Development of Small	2018			ration nited Nations Congress on C nd Criminal Justice	rime	2016	
Women and Peace and Security Security Council resolution 1325 (2000) Millennium Declaration Summit and Millennium Development		World Summit Outcome Development, peace and collective security, human rights and the rule of law and strengthening the United Nations				Samoa Pathway		Addis Ababa Action Agen Third International Conferer for Development		T	2030 Agenda Transforming our world: the 203 Agenda for Sustainable Development, which provides a shared blueprint for peace and prosper for people and the planet, now and into the future, with the 17 Sustainable Development Goals its heart	
G	Durban Declaration on Racis Durban Declaration and Programme of Action, also outcome document of the Durban Review Conference 2009 Monterrey		Doha Declaration Follow-up International Conference on Financing for Development Istanbul Declaration and Programme of Action for the Least Developed Countries for the Decade 2011–2020			on for the	SIDS Accelerated Modalities of Action, Conference on Small Island Developing States	Developing Co		ntion of Action for Landlocked ntries for the Decade 2014–2024 Indai Framework Indai Framework for Disaster Risk Iduction 2015–2030		
		Consensus International Conference on Financing for Development			The Futu United Na	Outcome: ure We Want ations Conference on ble Development				Paris Agreement Paris Agreement o change, adopted by Parties to the Unite Framework Conver	n climate y the ed Nations	

Climate Change

Antigua and

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2014

2015

2012

2011

^{*}The diagram shows select transformative agendas since 1995. The list is not exhaustive.

The United Nations programme of work is also guided by several other legislative mandates.

The United Nations System



UNDRR United Nations Office for Disaster Risk

Related Organizations

CTBTO Preparatory Commission Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization

IAEA^{1,3} International Atomic Energy Agency

ICC International Criminal Court

IOM¹ International Organization for Migration

ISA International Seabed Authority

ITLOS International Tribunal for the Law of the Sea

opcw³ Organization for the Prohibition of Chemical Weapons

WTO1,4 World Trade Organization

Peacebuilding Commission

HLPF
High-level Political
Forum on Sustainable

Development

Specialized Agencies 1,5

FAO Food and Agriculture Organization of the United Nations

ICAO International Civil Aviation Organization

IFAD International Fund for Agricultural Development

ILO International Labour Organization

INTERNATIONAL Manatany Fund

IMF International Monetary Fund

IMO International Maritime Organization
ITU International Telecommunication Union

UNESCO United Nations Educational, Scientific and Cultural Organization

UNIDO United Nations Industrial Development Organization

UNWTO World Tourism Organization

UPU Universal Postal Union

WHO World Health Organization

wipo World Intellectual Property Organization

wmo World Meteorological Organization

WORLD BANK GROUP

IBRD International Bank for Reconstruction and Development

IDA International Development Association

• IFC International Finance Corporation

Notes

- 1 Member of the United Nations System Chief Executives Board for Coordination (CEB).
- 2 The United Nations Office for Partnerships is the focal point vis-à-vis the United Nations Foundation, Inc.
- ${\bf 3}\quad {\sf IAEA} \ {\sf and} \ {\sf OPCW} \ {\sf report} \ {\sf to} \ {\sf the} \ {\sf Security} \ {\sf Council} \ {\sf and} \ {\sf the} \ {\sf General} \ {\sf Assembly} \ ({\sf GA}).$
- 4 WTO has no reporting obligation to the GA, but contributes on an ad hoc basis to GA and Economic and Social Council (ECOSOC) work on, inter alia, finance and development issues
- 5 Specialized agencies are autonomous organizations whose work is coordinated through ECOSOC (intergovernmental level) and CEB (inter-secretariat level).
- 6 The Trusteeship Council suspended operations on 1 November 1994, as Palau, the last United Nations Trust Territory, became independent on 1 October 1994.
- 7 International Centre for Settlement of Investment Disputes (ICSID) and Multilateral Investment Guarantee Agency (MIGA) are not specialized agencies in accordance with Articles 57 and 63 of the Charter, but are part of the World Bank Group.
- 8 The secretariats of these organs are part of the United Nations Secretariat.
- 9 The Secretariat also includes the following offices: the Ethics Office, United Nations Ombudsman and Mediation Services, and the Office of Administration of Justice.
- 10 For a complete list of ECOSOC Subsidiary Bodies see un.org/ecosoc.

This Chart is a reflection of the functional organization of the United Nations System and for informational purposes only. It does not include all offices or entities of the United Nations System.

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Humanitarian Affairs

Published by the United Nations Department of Global Communications $\,$ 23-00013 - July 2023

Reduction

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UN YOUTH United Nations Youth Office