

# 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

- 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.

## 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 results-oriented 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.



“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



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

### Communicating with global audiences

**70M**  
social 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

**1.5B**  
words across documents in the six official languages

**32M**  
documents downloaded from the Official Document System

**135,000**  
sessions logged into the e-deleGATE platform for diplomats

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



A ceremony marks the International Day of Commemoration in Memory of the Victims of the Holocaust.

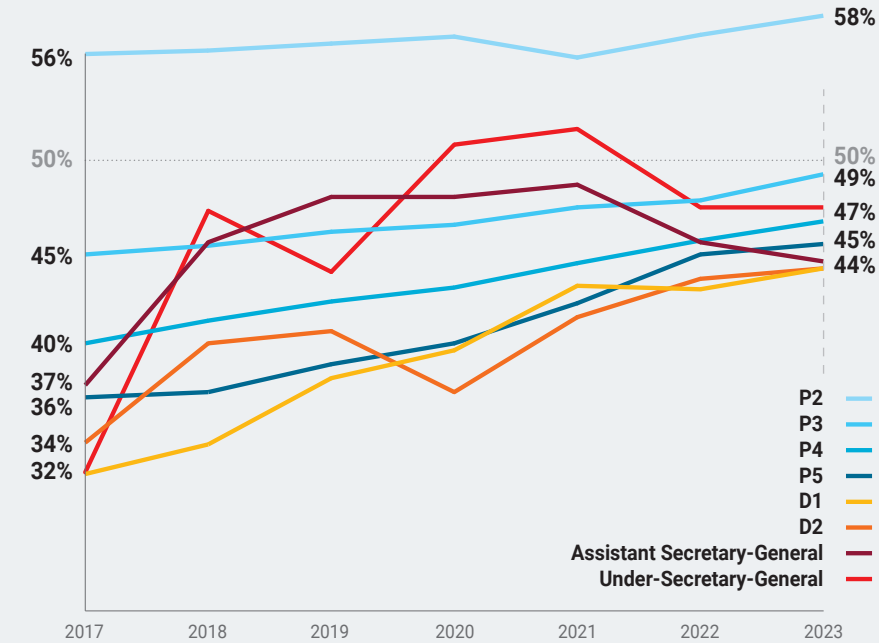
(Geneva; January 2023) © UN Photo/Violaine Martin

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.

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



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

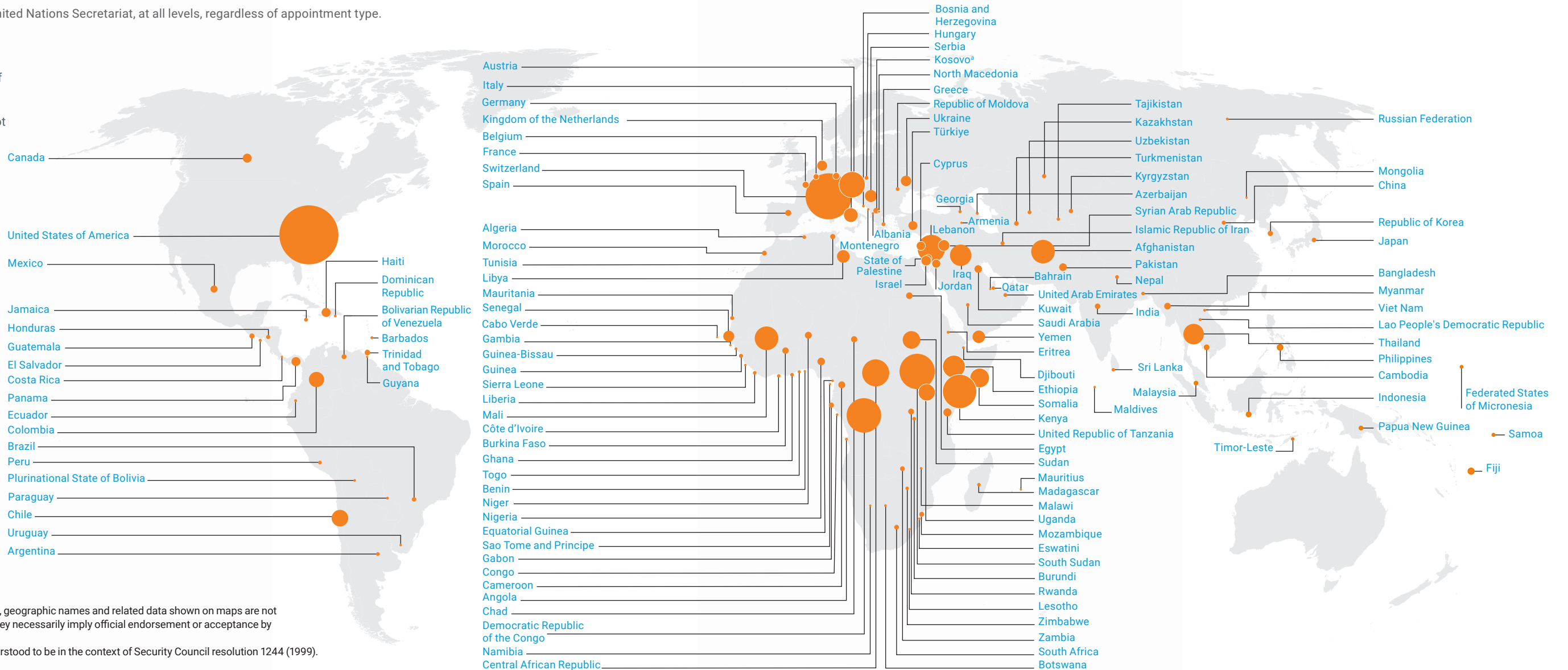
**Thi Kim Xuan Nguyen,**  
Acting Director, Ethics Office

# Over 35,000\* staff worked for the United Nations Secretariat worldwide in 2023

This includes all staff of the United Nations Secretariat, at all levels, regardless of appointment type.

● Represents number of staff

Countries hosting fewer than nine employees are not included on the map.

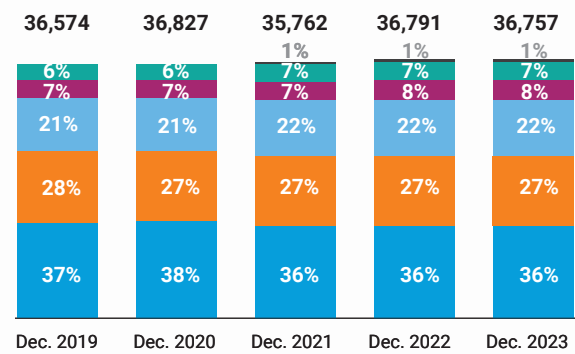


The depiction and use of boundaries, geographic names and related data shown on maps are not guaranteed to be error free, nor do they necessarily imply official endorsement or acceptance by the United Nations.

<sup>a</sup> References to Kosovo shall be understood to be in the context of Security Council resolution 1244 (1999).

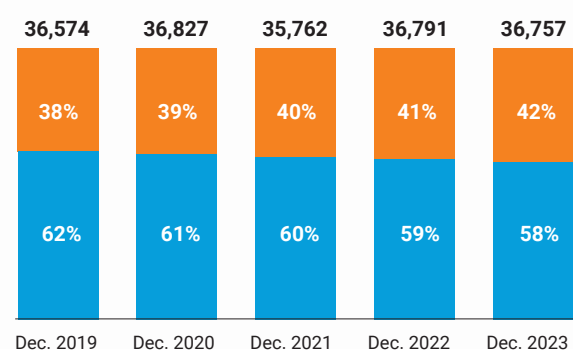
## Staff by regional group

● Africa ● Western Europe and Others ● Asia-Pacific  
● Latin America and the Caribbean ● Eastern Europe ● Other

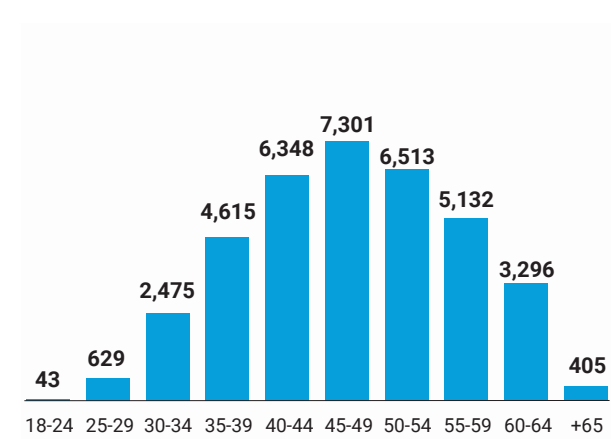


## Staff by gender

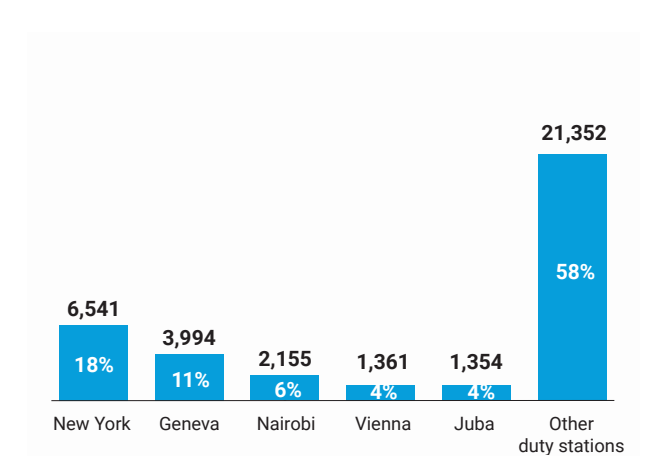
● Male ● Female



## Staff by age



## Staff by location



\*Data provided in the text reflect the most recent information available as at the end of April 2024, 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

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.



“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

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.

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

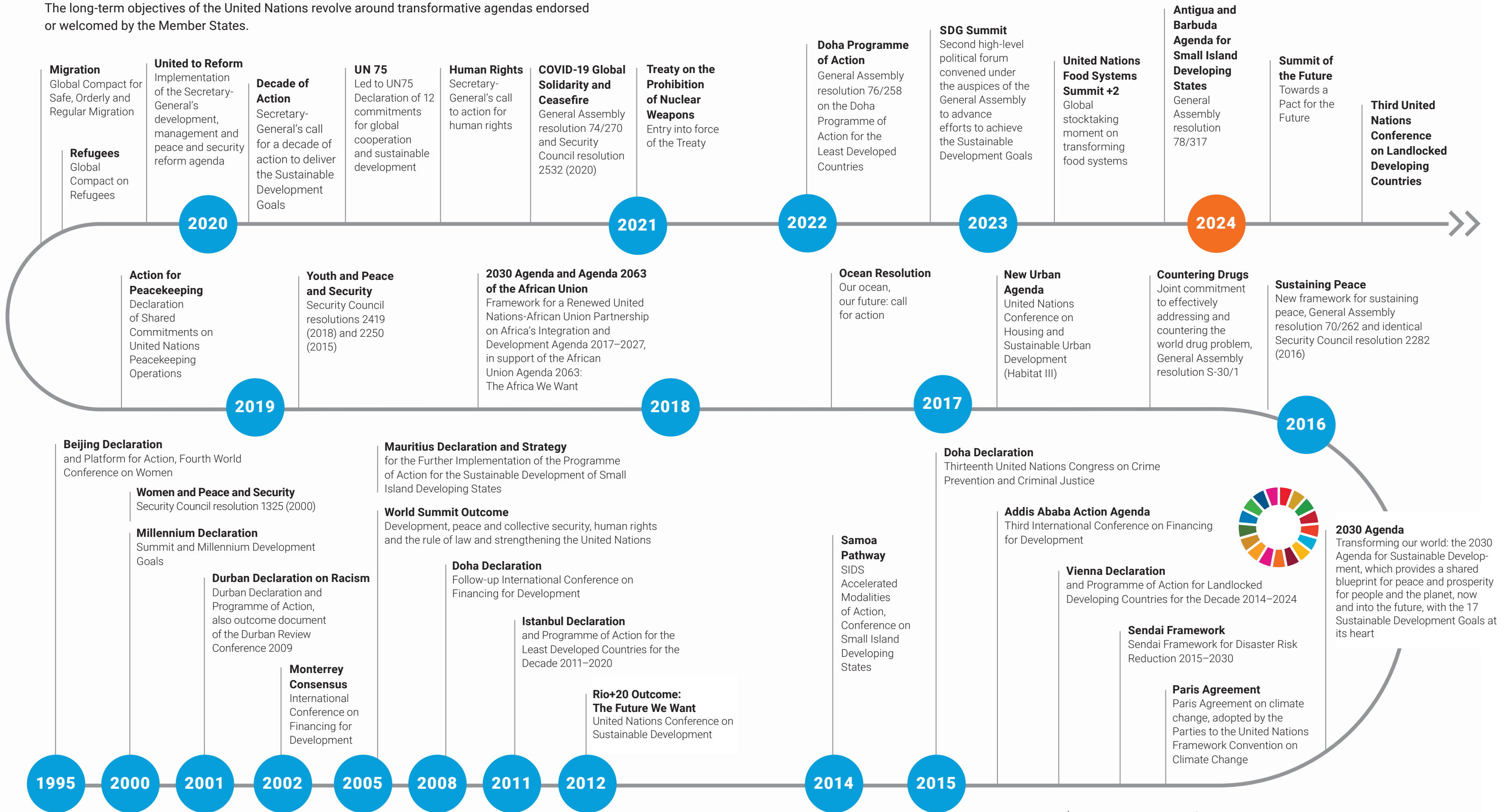


“The world today needs healthy information ecosystems if we want informed, stable and united societies.”

**Melissa Fleming,**  
Under-Secretary-General for Global Communications

## Select Transformative Agendas\*

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



\* 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



**Notes:**

- Member of the United Nations System Chief Executives Board for Coordination (CEB).
- The United Nations Office for Partnerships is the focal point vis-à-vis the United Nations Foundation, Inc.
- IAEA and OPCW report to the Security Council and the General Assembly (GA).
- 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.
- Specialized agencies are autonomous organizations whose work is coordinated through ECOSOC (intergovernmental level) and CEB (inter-secretariat level).
- The Trusteeship Council suspended operations on 1 November 1994, as Palau, the last United Nations Trust Territory, became independent on 1 October 1994.
- 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.
- The secretariats of these organs are part of the United Nations Secretariat.
- The Secretariat also includes the following offices: the Ethics Office, United Nations Ombudsman and Mediation Services, and the Office of Administration of Justice.
- For a complete list of ECOSOC Subsidiary Bodies see [un.org/ecosoc](http://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.