

In seeking the services of an ombudsman, staff and managers were mostly concerned with: 1) job and career, 2) interpersonal issues and 3) questions related to compensation and benefits, in that order.

Observations on root causes of conflict

Therefore, the Assembly may wish to continue to place emphasis on conflict prevention, informal conflict resolution, good managerial practices and an overall collaborative culture.

The better the Organization operates internally, the more effectively it can serve the people around the world who rely and count on the work of the United Nations.

I am pleased to note that this year we celebrate ten years since the Ombudsman function was created in the Secretariat. I invite you to join us as we celebrate this important milestone.

It is with your continued and sustained support that we have laid this strong foundation, which values preventive early resolution of disputes at early stages and collaborative mediation when conflicts progress further.

I thank you deeply for this support and ask for your commitment as we build on this strong foundation in the years ahead.
