



and levels of stress above what they considered acceptable. These findings have strengthened our resolve and mission to work with management and relevant stakeholders to seek appropriate remedial actions and yield better decisions. They have further reinforced the need for regular and frequent visits by UNOMS to hardship locations to provide support to staff and, also, to demonstrate the caring of the Organization. Given the valuable data collected, these pre-mission surveys now form an integral part of our mission preparations.

Intervention efforts to help resolve workplace concerns at an early stage when possible are also preventive in nature and constitute one of our core objectives. I am pleased to report that dispute resolution efforts by ombudsmen and mediators throughout the Organization covered over 1600 cases in the Secretariat alone during the reporting period, the majority of which (81%) originated in peacekeeping missions, special political missions and offices away from headquarters. These numbers signal greater awareness and comfort on the part of managers and staff in seeking informal resolution of their workplace concerns. Consistent with past trends for over a decade, the predominant concerns on the minds of staff relate to job and

The systemic issues we identify and the feedback

Organization's "main pillar"-- are properly equipped to serve, that their rights are preserved and protected and that their well-being is promoted and safeguarded. As the designated informal pillar of the internal justice system, we remain deeply committed to working with all concerned, including and especially our partners in the formal system, in furtherance of these common goals.

My term as UN Ombudsman is nearly coming to an end. So, in this, perhaps my last appearance before your esteemed Committee, I