



# General Assembly

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Agenda item 139

### Human resources management

## Monitoring of staff attendance

### Note by the Secretary-General

1. The present note provides an overview of the policy provisions and mechanisms constituting the attendance and leave framework at the Secretariat pursuant to paragraph 40 of resolution [77/278](#).
2. Proper management and monitoring of attendance and leave is a critical human resources management function and a responsibility shared between staff, managers, human resources practitioners and Heads of Entity. Staff members' obligations in this regard derive from staff regulation 1.2 (b) on upholding the highest standards of efficiency, competence and integrity, and staff regulation 1.3 (b), which provides that the whole time of staff members shall be at the disposal of the Secretary-General for the performance of official functions. The implementation of the attendance and leave framework is further underpinned by the concept of exigencies of service, as captured in the staff rules (e.g. 5.1 (c), 5.3 (d), 5.4 (k)(ii)), and in the relevant administrative instructions, including [ST/SGB/2019/3](#) on flexible working arrangements and complemented by staff rule 5.1 (a) on hours of work (i.e. normal number of working hours a staff member is expected to be on duty).
3. A staff member's presence on duty, including while availing of flexible working arrangement agreements, such as telecommuting, and utilization of leave, is therefore subject to advanced planning, operational requirements and the needs of the Organization. Should exigencies of service require, the United Nations Secretariat policy framework includes provisions under staff rule 5.1 to expand work beyond the normal number of working hours, and to cancel or suspend flexible working arrangements as captured under [ST/SGB/2019/3](#), paragraph 2.1 (d).
4. To enable proper monitoring and recording of attendance and leave, the Secretariat has developed a policy framework, guidelines, tools, trainings, processes and procedures, further supported by the Organization's enterprise resource planning system. A responsibility and accountability delineation for the management of attendance and leave<sup>1</sup> exist for all involved in its implementation. Staff members are responsible for submitting absence requests, logging attendance and ensuring

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<sup>1</sup> See [ST/AI/1999/13](#).



complete and accurate records. Managers are responsible for holding staff accountable for correct registration of absence and attendance, as required, review leave requests and monitor attendance and leave records. Heads of Entity hold the overarching responsibility for the proper management of attendance and leave at entity level.<sup>2</sup>

5. Noting the importance of a well-established attendance and leave system, several mechanisms and functions exist to support managers and staff members to carry out their responsibilities. This includes additional monitoring support through time administrators embedded in entities, and human resources operational and policy support through the tier system model. At the system level, the enterprise resource planning roll-out in 2015 enabled the Organization to more efficiently implement its attendance and leave framework, by providing a system mapped to the delineated roles of responsibility and allowing for digital recording and monitoring. Since Umoja went live, continuous work has been undertaken to streamline attendance and leave system processes, and build the capacity of staff, human resources practitioners and time administrators in relation to managing requests and monitoring compliance.

6. The Secretariat considers its attendance and leave framework and systems critical to support mandate delivery and Member States' needs. These have enabled the Organization to plan efficiently around operational requirements and address any exigencies of service that may arise at any point in time.

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<sup>2</sup> See [ST/SGB/2019/2](#).