Internship Report

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At

United Nations

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Acknowledgement

Firstly, I would like to thank my family for supporting me and helping me reach this stage of life. Without their support I would not have made it and achieved everything that I have today.

At Stevens, I would like to specially thank Dr. Edward Stohr for always being there guiding and supporting me as a mentor. His guidance truly made a difference in my life.

I would like to thank my manager, Mrs. Shelly Edelsburg who guided me throughout the internship and helped me learn several skills in the process.

Lastly, I would like to thank the School of Business as well as the International Student and Scholar Services at Stevens Institute for allowing me to pursue an internship at United Nations.

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Summary

With my studies in Information Systems, it was a great opportunity for me to pursue a 3 month internship at United Nations. This was especially a prestigious opportunity as I was working at the United Nations Secretariat in New York which is the global headquarters of UN and the place where the general assembly is located.

Here, I worked under the Department of Field Support. Under this department, I worked for the Organization Design and Classification Unit for the Post Management team as an Information Systems intern. However, the work that I did here during the 3 months that I worked here required me to work and collaborate with people from different departments.

My work here was large in scope. The basic mission was to improve communication with stakeholders (i.e. proponent's offices, clients, CHROs, missions, OHRM, DPKO, DPA and others). Review staffing and improve service delivery and efficiencies working together with all stakeholders to remain relevant in a changing environment embracing, and leveraging change.

My specific job or daily activities involved preparing statistical reports measuring the performance of 38 UN missions across the world to highlight inconsistencies and non-compliance with UN proposed structures and guidelines. I analyzed organizational charts, workflows in Visio to optimize internal operational processes of UN missions coordinating with BI developers to develop dashboards in Qlik Sense and present to Senior Executives. I was also a part of magnanimous project for the migration from legacy systems to UMOJA ERP system with zero defect targets in mind. Apart from this I worked on creating several statistical reports to analyze ratio of International and National staff in UN missions, the use of different operational functional titles by missions and departments under them, the abolishment and nationalization of several positions, statistical analysis of budgets with performing trend analysis for all of the reports.

During my internship I also participated in the weekly meetings at the Organizational Design and Classification Unit, worked with the manager and the staff of all departments to perform statistical analysis and presenting meaningful results. I also worked various tasks such as performing data migration towards UMOJA which is an Enterprise Resource Planning system.

Overall, I am very satisfied with the results of my internship. I was able to use my knowledge and apply it a real organization. I was able to see some differences in the way people looked at data that resulted from my work and the analysis that I did. Due to the character of the internship and the time period of 3 months that I spent here, long-term recommendation would require more work and time, but I took this experience as an opportunity to provide the organization with some advanced ideas I learned while a student at Stevens Institute.

Being a full time 40hr a week internship, there was a lot of work that I was involved with and I have tried to explain most of them, covering a wide scope of work in this report.
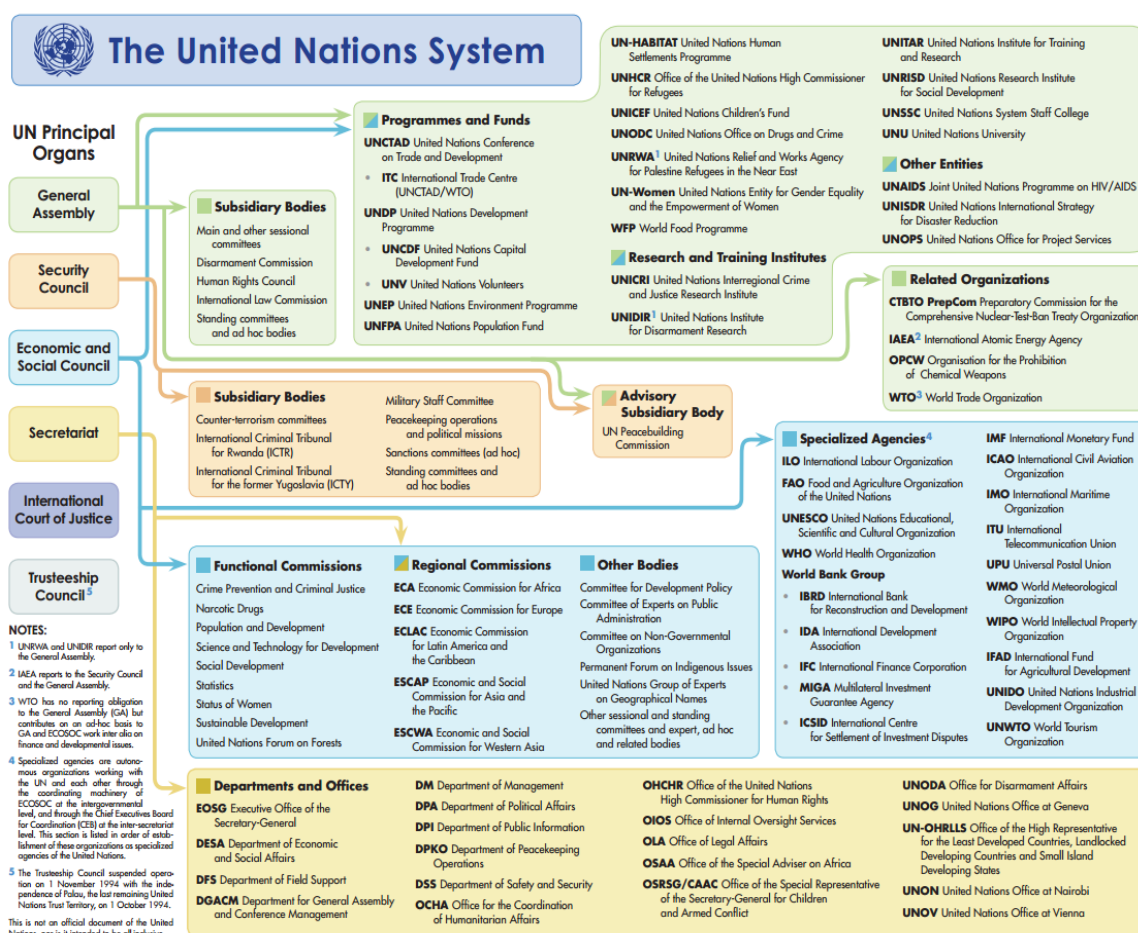
About United Nations

The United Nations is an international organization for intergovernmental cooperation and was founded in 1945 just after World War 2 to primarily prevent another such war. However, over the years the scope and area of its work has expanded. The mission and work of the United Nations are guided by the purposes and principles contained in its founding Charter which were written when it was founded. There are 193 countries which are Member States of the United Nations and are members of the General Assembly. The main organs of the UN are the General Assembly, the Security Council, the Economic and Social Council, the Trusteeship Council, the International Court of Justice, and the UN Secretariat (which is where I work). All were established in 1945 when the UN was founded.

The leader of UN is the Secretary-General. The UN Charter describes the Secretary-General as "chief administrative officer" of the Organization. He or She is a symbol of the Organization's ideals and a spokesman for the interests of the world's peoples, in particular the poor and vulnerable. The current Secretary-General of the UN, and the ninth occupant of the post, is Mr. Antonio Guterres of Portugal, who took office on 1 January 2017.

As I work at the Secretariat, I will talk more about that part of the organization. The Secretariat is one of the main organs of the UN and is organized along departmental lines, with each department or office having a distinct area of action and responsibility. Offices and departments coordinate with each other to ensure coherence as they carry out the day to day work of the Organization in offices and duty stations around the world.

Along with this, the UN has several Funds, Programmes, Specialized Agencies and Others. Together they are called the United Nations family. The UN family, is made up of the UN itself and many affiliated Programmes, funds, and specialized agencies, all with their own membership, leadership, and budget. The Programmes and funds are financed through voluntary rather than assessed contributions. The Specialized Agencies

are independent international organizations funded by both voluntary and assessed contributions. The organizational charts below represent the structure of United Nations.

The United Nations System

UN Principal Organs

- General Assembly
- Security Council
- Economic and Social Council
- Secretariat
- International Court of Justice
- Trusteeship Council [5]

NOTES:

[1] UNRWA and UNIDIR report only to the General Assembly.

[2] IAEA reports to the Security Council and the General Assembly.

[3] WTO has no reporting obligation to the General Assembly (GA) but contributes on an ad-hoc basis to GA and ECOSOC work inter alia on finance and developmental issues.

[4] Specialized agencies are autonomous organizations working with the UN and each other through the coordinating machinery of ECOSOC at the intergovernmental level, and through the Chief Executives Board for Coordination (CEB) at the inter-secretariat level. This section is listed in order of establishment of these organizations as specialized agencies of the United Nations.

[5] The Trusteeship Council suspended operation on 1 November 1994 with the independence of Palau, the last remaining United Nations Trust Territory, on 1 October 1994.

This is not an official document of the United Nations, nor is it intended to be all-inclusive.

Subsidiary Bodies

Main and other sessional committees
Disarmament Commission
Human Rights Council
International Law Commission
Standing committees and ad hoc bodies

Subsidiary Bodies

Counter-terrorism committees
International Criminal Tribunal for Rwanda (ICTR)
International Criminal Tribunal for the former Yugoslavia (ICTY)
Military Staff Committee
Peacekeeping operations and political missions
Sanctions committees (ad hoc)
Standing committees and ad hoc bodies

Advisory Subsidiary Body

UN Peacebuilding Commission

Functional Commissions

Crime Prevention and Criminal Justice
Narcotic Drugs
Population and Development
Science and Technology for Development
Social Development
Statistics
Status of Women
Sustainable Development
United Nations Forum on Forests

Regional Commissions

ECA Economic Commission for Africa
ECE Economic Commission for Europe
ECLAC Economic Commission for Latin America and the Caribbean
ESCAP Economic and Social Commission for Asia and the Pacific
ESCWA Economic and Social Commission for Western Asia

Other Bodies

Committee for Development Policy
Committee of Experts on Public Administration
Committee on Non-Governmental Organizations
Permanent Forum on Indigenous Issues
United Nations Group of Experts on Geographical Names
Other sessional and standing committees and expert, ad hoc and related bodies

Programmes and Funds

UNCTAD United Nations Conference on Trade and Development
- ITC International Trade Centre (UNCTAD/WTO)
UNDP United Nations Development Programme
- UNCDF United Nations Capital Development Fund
- UNV United Nations Volunteers
UNEP United Nations Environment Programme
UNFPA United Nations Population Fund

UN-HABITAT United Nations Human Settlements Programme
UNHCR Office of the United Nations High Commissioner for Refugees
UNICEF United Nations Children's Fund
UNODC United Nations Office on Drugs and Crime
UNRWA[1] United Nations Relief and Works Agency for Palestine Refugees in the Near East
UN-Women United Nations Entity for Gender Equality and the Empowerment of Women
WFP World Food Programme

Research and Training Institutes

UNICRI United Nations Interregional Crime and Justice Research Institute
UNIDIR[1] United Nations Institute for Disarmament Research
UNITAR United Nations Institute for Training and Research
UNRISD United Nations Research Institute for Social Development
UNSSC United Nations System Staff College
UNU United Nations University

Other Entities

UNAIDS Joint United Nations Programme on HIV/AIDS
UNISDR United Nations International Strategy for Disaster Reduction
UNOPS United Nations Office for Project Services

Related Organizations

CTBTO PrepCom Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization
IAEA[2] International Atomic Energy Agency
OPCW Organisation for the Prohibition of Chemical Weapons
WTO[3] World Trade Organization

Specialized Agencies[4]

ILO International Labour Organization
FAO Food and Agriculture Organization of the United Nations
UNESCO United Nations Educational, Scientific and Cultural Organization
WHO World Health Organization
World Bank Group
- IBRD International Bank for Reconstruction and Development
- IDA International Development Association
- IFC International Finance Corporation
- MIGA Multilateral Investment Guarantee Agency
- ICSID International Centre for Settlement of Investment Disputes
IMF International Monetary Fund
ICAO International Civil Aviation Organization
IMO International Maritime Organization
ITU International Telecommunication Union
UPU Universal Postal Union
WMO World Meteorological Organization
WIPO World Intellectual Property Organization
IFAD International Fund for Agricultural Development
UNIDO United Nations Industrial Development Organization
UNWTO World Tourism Organization

Departments and Offices

EOSG Executive Office of the Secretary-General
DESA Department of Economic and Social Affairs
DFS Department of Field Support
DGACM Department for General Assembly and Conference Management
DM Department of Management
DPA Department of Political Affairs
DPI Department of Public Information
DPKO Department of Peacekeeping Operations
DSS Department of Safety and Security
OCHA Office for the Coordination of Humanitarian Affairs
OHCHR Office of the United Nations High Commissioner for Human Rights
OIOS Office of Internal Oversight Services
OLA Office of Legal Affairs
OSAA Office of the Special Adviser on Africa
OSRSG/CAAC Office of the Special Representative of the Secretary-General for Children and Armed Conflict
UNODA Office for Disarmament Affairs
UNOG United Nations Office at Geneva
UN-OHRLLS Office of the High Representative for the Least Developed Countries, Landlocked Developing Countries and Small Island Developing States
UNON United Nations Office at Nairobi
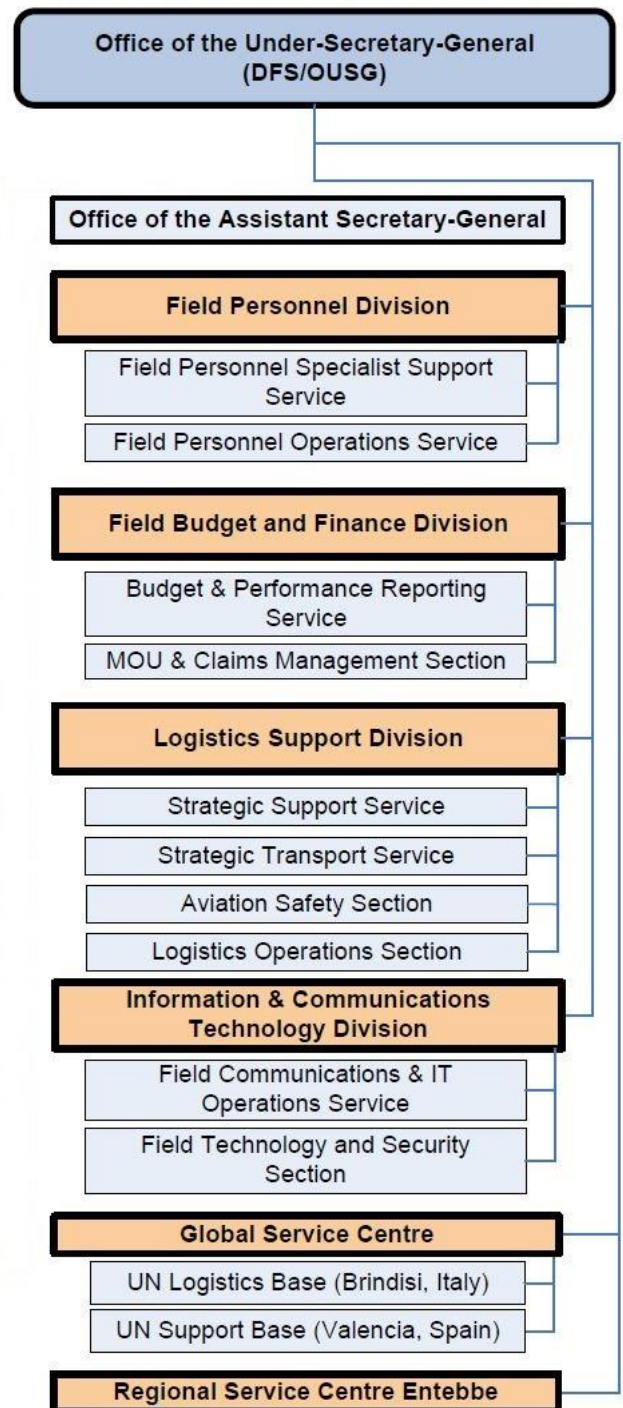UNOV United Nations Office at Vienna

The organizational chart above is a good representation of the structure of United Nations and the departments/ org units under them with their specific task. Further I will be explaining the department that I work in and have created an org chart of the Department of Field Support with various units under it.

Department of Field Support

United Nations field operations require complex support systems in challenging operating environments. The Department of Field Support (DFS) provides support to peacekeeping and special political missions in coordination with Member States and services providers. DFS delivers support in the areas of finance, human resources, general administration, information and communications technology and logistics. Logistical services include supplying fuel, water, accommodation, food, offices and equipment for military observers, staff officers, UN Police and civilian staff, as well as transportation and medical facilities for the entire mission. The organizational charts that I have created here will give a better understanding of the department and various organizational units under them. While my department is under the Field Personnel Operations Service, I have shown the entire org chart of DFS to show a better picture of everything.

DEPARTMENT OF FIELD SUPPORT

Office of the Under-Secretary-General (DFS/OUSG)

Office of the Assistant Secretary-General

Field Personnel Division
- Field Personnel Specialist Support Service
- Field Personnel Operations Service

Field Budget and Finance Division
- Budget & Performance Reporting Service
- MOU & Claims Management Section

Logistics Support Division
- Strategic Support Service
- Strategic Transport Service
- Aviation Safety Section
- Logistics Operations Section

Information & Communications Technology Division
- Field Communications & IT Operations Service
- Field Technology and Security Section

Global Service Centre
- UN Logistics Base (Brindisi, Italy)
- UN Support Base (Valencia, Spain)

Regional Service Centre Entebbe

Goals and Responsibilities of DFS

To better understand my department I have created an org chart of managers in my unit showing the hierarchy and where I stand or fit in the system.

Organizational Design & Classification Unit (ODCU)
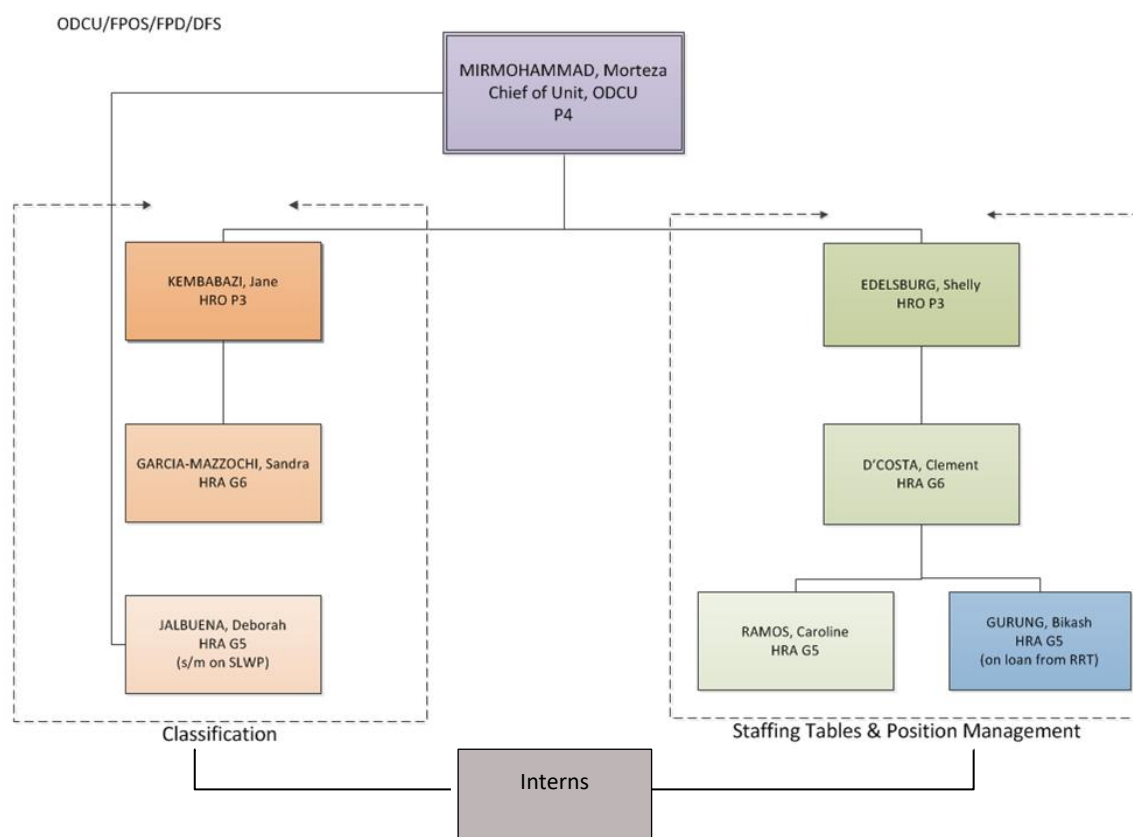
Here the hierarchy, names and grade level of my department is clearly visible. Next I will move on towards defining the role and responsibilities of my department in the organization.

FPOS: Field Personnel Operations Service provides desk support, strategic advice and planning guidance to missions and shared services

Planning and Support to Missions: Support planning processes, Human Resource strategies, budget formulations, mission reconfigurations and downsizing, etc.

UMOJA: Ensure the smooth and timely deployment and management of Enterprise Resource Planning system.

Inspira: Support additional training on the Offer and for Position Management under new system.

Classification: Classify new positions or reclassify existing positions.

Service Delivery and Communication: Transform FPOS (my department) into a professional service delivery partner.

Roles, Responsibilities, and Accountability: Transition into strategic functions and fulfil the role of HR Business Partner.

Organizational Design Principles: Reflect HR perspective in budget preparation and strategic planning. Align mission org. structures with the outcome of classification.

Consistency and Prioritization: Fill the gaps in FPOS capacity and supplement it.

Policy Advice: Provide policy advice, advocate for better conditions of service for field staff and for incorporating field perspectives into policies.

Staffing: Improve efficiency and consistency in recruiting and rostering for missions.

Staff Management Engagement: Engage with staff unions and all other stakeholders in HR-related matters depending on the requirement.

Performance Measurement and Accountability Framework: Develop and implement accountability and monitoring framework for Human Resource Management authorities delegated to the field.

Business Intelligence: Support the utilization of HR IT systems (UMOJA, Inspira) for data analysis and performance monitoring purposes. This is the part of the work where the Interns like me come in.

My Daily Work and Job Responsibilities

As mentioned in the report before, my work in the organization is more Information Technology related with performing data analysis and utilization of HR IT systems (UMOJA, Inspira) for preparing statistical reports. Below, I will list my daily work and the job responsibilities with the skills and tools that I use to perform them on a daily basis.

- My work entails filtering and cleaning data by reviewing computer reports, printouts, and performance indicators to locate and compile data from various sources to clean it for analysis and visualization.
- Generate reports and data from various systems and several sources like UMOJA, UN Controller Office etc.
- I assist and initiate the process of conducting trend analysis.
- Develop statistical reports in Excel using formulas such as Macros, VLOOKUP, Pivot tables, IF THEN ELSE statements etc.
- Asist with reviewing and updating organizational of UN missions charts in Visio.
- Keep records and maintain log sheets, library of data and statistics.
- Develop presentations for higher management in MS PowerPoint.
- Develop and implement data analyses, data collection systems and other strategies that optimize statistical efficiency and quality of several performance metrics of UN missions, personnel, Budgets etc.
- Acquire data from several data sources (Mostly from the UMOJA system or the IMU i.e. Information Management Unit) and maintaining databases.
- Identify, analyze, and interpret trends or patterns in complex data sets.
- Work with manager and coworkers to prioritize business and information needs.

Work That I have done

Projects and Reports:

A. Substantive, Support and Security Ratios Analysis.

The purpose of this project was to provide statistics and analysis on the ratio between authorized positions in the substantive, support, and security components, for Peace Keeping Operations (PKOs), Special Political Mission (SPMs) and Regular Budget (RBs) of United Nations between the years 2014-2017. The data analyzed for PKOs was collected from the budget cycles 2014-2015 to 2017-2018; the data for SPMs and RBs was collected from the budget cycles 2014-2017. The time that I took to complete this project and prepare the statistical report was 3 weeks. I have represented the findings of this project below in a brief manner.

Findings:

From budget cycle 2014-15 to 2016-17, the variance in the number of authorized support positions for all Peace Keeping Operations remained stable (ranging from 13,106 to 13,487). However, it decreased significantly from 13,115 in 2016-17 to 10,057 in 2017-18 at a rate of 23% overall. The graph below shows this change.

Total number of authorized support positions in PKOs
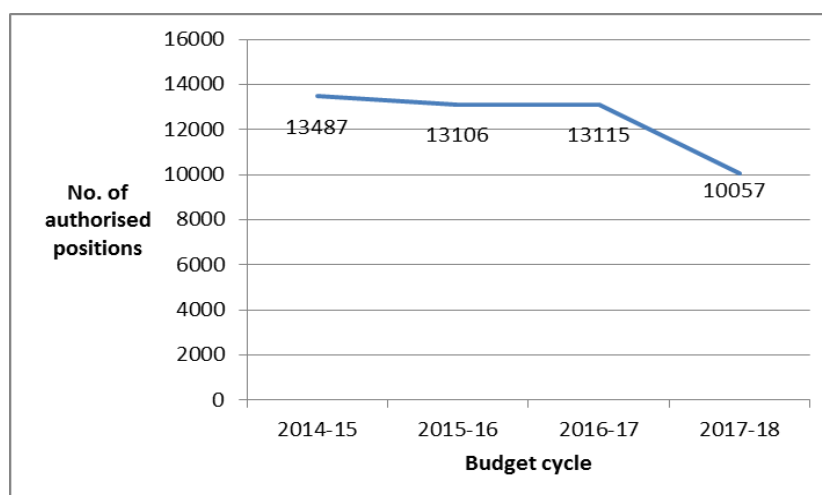
The number of authorized substantive positions for all Peace Keeping Operations has a similar trend. It kept steady in the first three budget cycles (ranging from 4,135 to 5,246) and dropped 20.0% from 5,223 in 2016-17 to 4,135 in 2017-18.

Total number of authorized substantive positions in PKOs
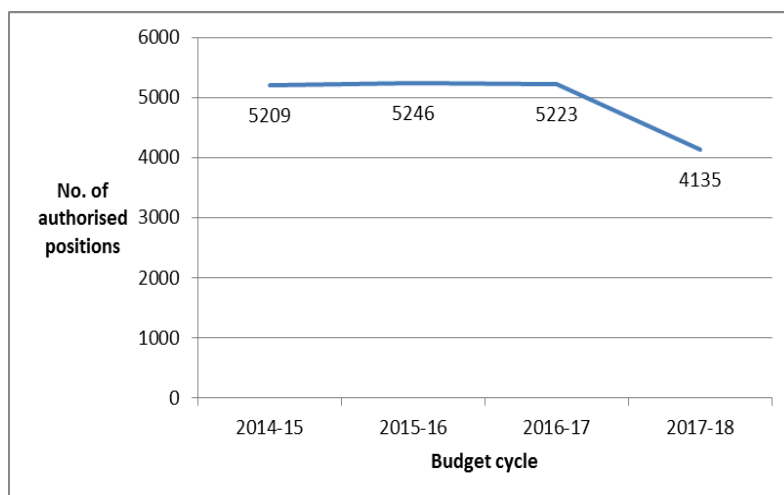
The number of authorized security positions for all Peace Keeping Operations remained stable from 2014-15 to 2016-17 (ranging from 2,780 and 2,851). It then diminished significantly from 2,780 in 2016-17 to 2,249 in 2017-18 at a rate of 19.1%.

Total number of authorized security positions in PKOs
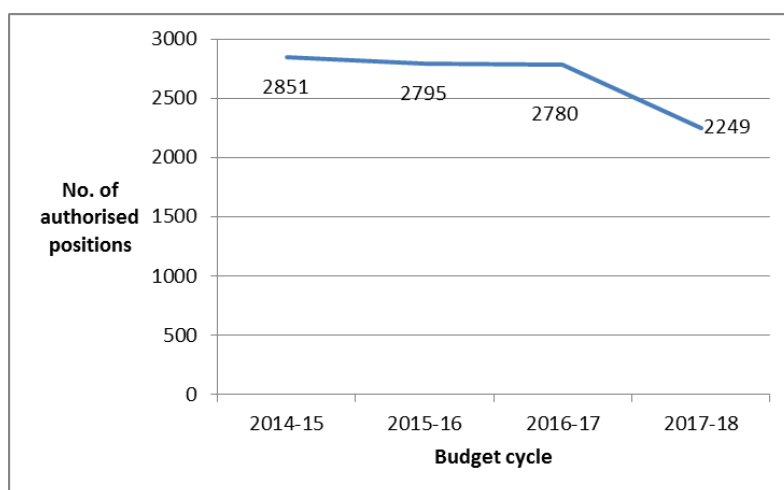
For the period 1 July 2014 to 30 June 2018 the number of authorized security positions for all PKOs range between 2,249 and 2,851; the number of authorized support positions for all PKOs range between 10,057 and 13,487; and the number of authorized substantive positions for all PKOs range between 4,135 and 5,246.

Total number of authorized positions for substantive, support and security in PKOs
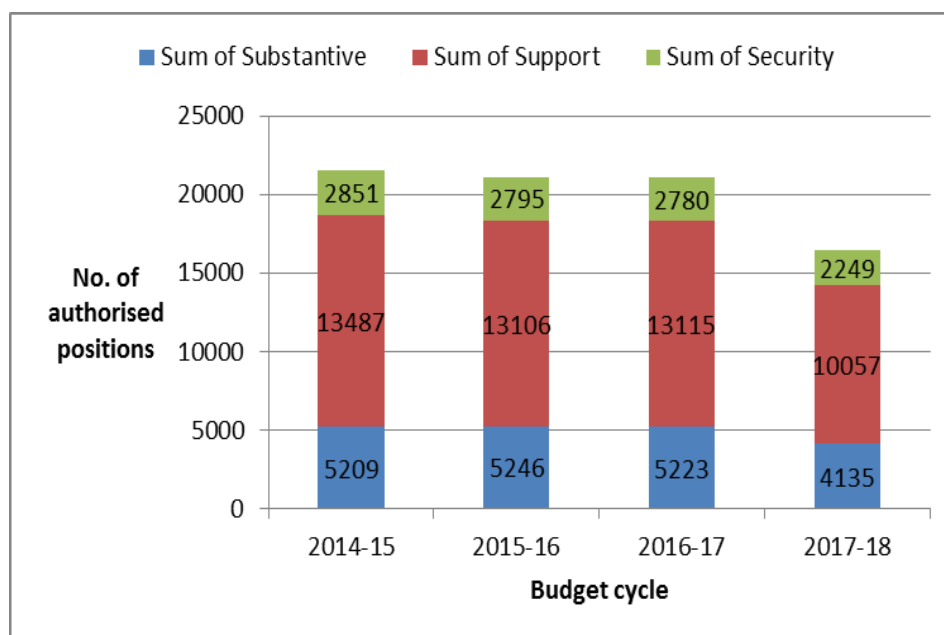
Ratio between authorized support and substantive positions:

For the four budget cycles 2014-2015 to 2017-2018, the ratio between authorized support and substantive positions for all PKOs is shown in table 1 below. In general, the ratio remained at around 1:2.6, with a high of 1:2.7 in 2016-17 and a low of 1:2.4 in 2017-18.

Ratio	2014-15	2015-16	2016-17	2017-18
Substantive : Support	5209:13487	5246:13106	5223:13115	4135:10057
Substantive : Support	1:2.6	1:2.5	1:2.5	1:2.4

With minor deviations, the ratio has been stable in the last four budget cycles at around 1:1.

Statistics for Special Political Missions and Regular Budget Missions:

The total number of authorized positions in SPMs and RBs greatly fluctuated through 2014 to 2017. It gradually increased from 3,722 in 2014 to 4,110 in 2015 at a rate of 10.0%; decreased mildly thereafter at a rate of 5% to 3,883 and then increased again by 2% to the highest level of 3,973 in 2017.

Total number of authorized positions in SPMs and RBs
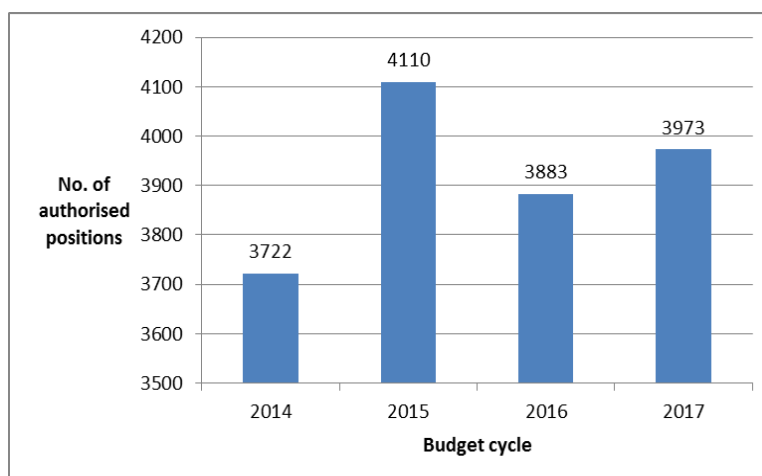
The total number of authorized positions for all SPMs and RBs discussed above was then split into three components – substantive, support and security

Total number of authorized positions for substantive, support & security components in SPMs & RBs
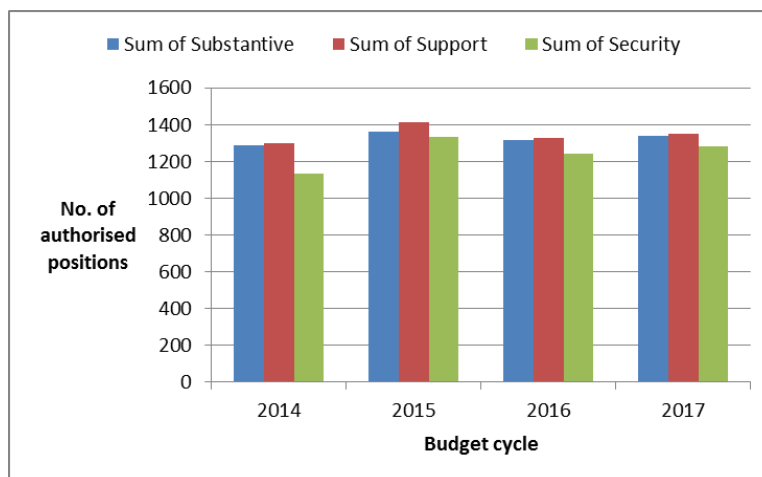
Summary of findings:

The total number of authorized positions for all Peace Keeping Operations remained stable from 2014 to 2016 but decreased significantly from 2016 to 2017, while the total number of authorized positions for all Special Political Missions and Regular Budgets has increased only 6% over the four budget cycles.

The average ratio for substantive to support authorized positions is 1:2.5 in Peace operations.

It was 1:1 for all Special Political Missions and Regular Budget Missions. Hence, the change in ratios for all Peace Keeping Operations over the past four budget cycles has been 6% while the change in ratios for all Special Political Missions and Regular Budget Missions has been constant.

I performed in depth analysis for all 38 UN missions. However, for keeping the report brief, I have given a small overview of the analysis that I did on this project.

Also, the analysis above was performed in tools like UMOJA, Qlik Sense and I have recreated them for this report in MS Excel to the best of my ability.

B.   Analysis of the International and National Staff in UN missions

The purpose of this report was to provide statistics and analysis on the international and national authorized staff and positions in field operations – Peacekeeping missions (PKOs), Special Political missions (SPMs) and Regular Budget missions (RBs), over the span of three budget periods.

Findings:

Statistics for Peace Keeping Operations:
From 1 July 2015 to 30 June 2018, all PKOs have a relatively stable ratio between international and national authorized positions (averaging 1:2); with a minor increase in international authorized positions of 1% each year.

Ratio of authorized international and national positions for PKOs
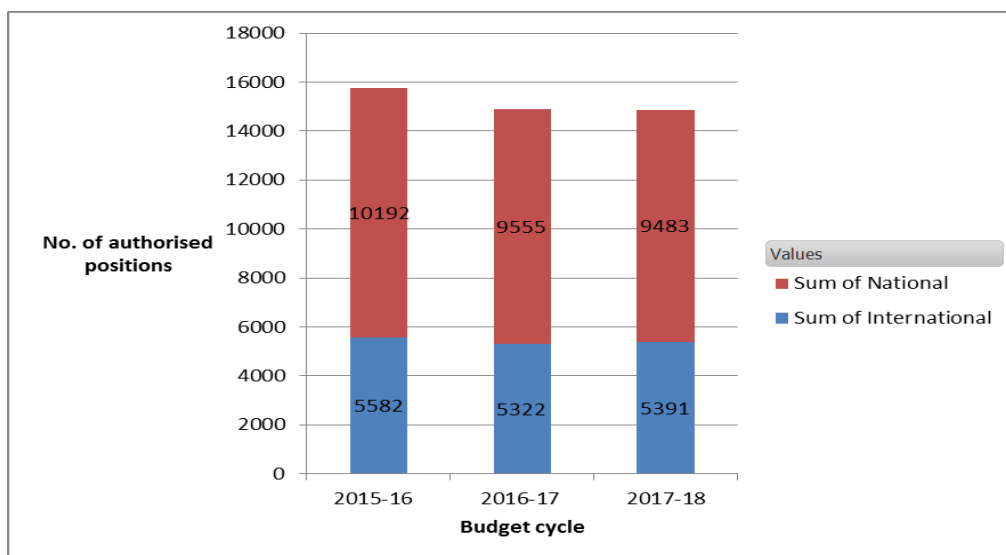
PKO	2015-16	2016-17	2017-18
International	5,582 (35%)	5,322 (36%)	5,391 (36%)
National	10,192 (65%)	9,555 (64%)	9483 (64%)

Statistics for Special Political Missions:

From 1 January 2015 to 30 December 2017, SPMs have a relatively stable ratio between international and national authorized positions (averaging 1: 1.5).

Ratio of authorized international and national positions for SPMs
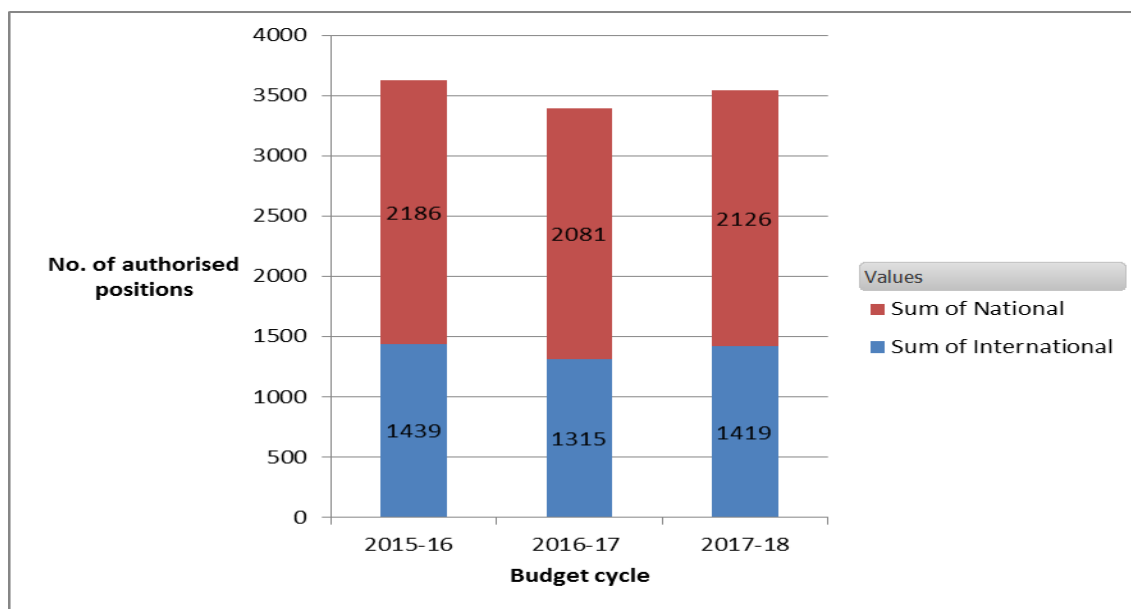
SPM	2015	2016	2017
International	1,439 (40%)	1,315 (38%)	1,419 (40%)
National	2,186 (60%)	2,081 (62%)	2,126 (60%)

Statistics for Regular Budget Missions:

The ratio for RBs has also remained stable (averaging 1:1.5), from 1 January 2014 to 30 December 2017 (table 5).

Ratio of authorized international and national positions for RBs
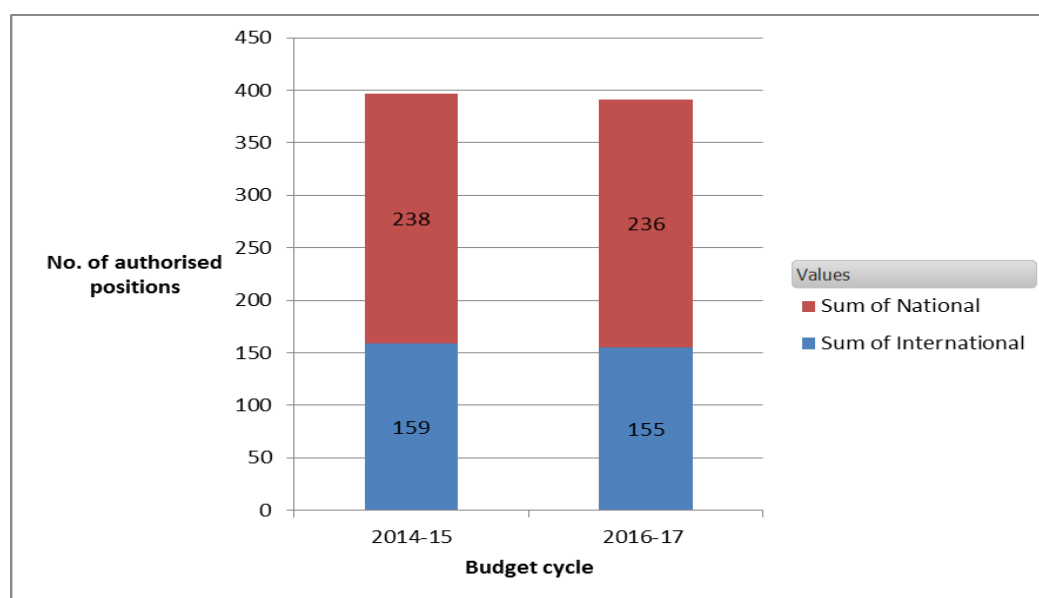
RB	2014-15	2016-17
International	159 (40%)	155 (40%)
National	238 (60%)	236 (60%)

Ratio per mission (PKO):

For the budget cycles: 2015-2016, 2016-2017, and 2017-2018, more national positions were authorized than international ones for all missions with the exception of MINUSCA, UNISFA and UNSOS. The reason for the reversed ratio in these three missions might be the difficulty in recruiting candidates for national positions in these duty stations.

Classification of PKOs based on the number of authorized international and national positions

PKO	More International authorised positions	MINUSCA, UNISFA, UNSOS
	More National authorised positions	MINURSO, MINUSCA, MINUSMA, MONUSCO, UNAMID, UNDOF, UNFICYP, UNIFIL, UNMIK, UNMISS

Table below shows the both the sum of international and national authorized positions for all three budget cycles - 2015-2016, 2016-2017, and 2017-2018, per PKO, and the ratio between the two categories. Of the three missions that are identified as having more international authorized positions, UNISFA and UNSOS lead with 63% international positions each, and MINUSCA follows with 53% of international authorized positions. On average, the ratio of international to national authorized positions is 1:2 for the sum of all PKOs for the three budget cycles.

Percentage of authorized international positions of the total number of authorized positions per PKO

Mission	International	Total	International / Total
UNFICYP	106	461	23%
MONUSCO	2,813	11170	25%
UNAMID	2,737	9755	28%
UNIFIL	786	2712	29%
UNMIK	339	1006	34%
MINURSO	261	764	34%
UNDOF	156	426	37%
UNMISS	2,908	7525	39%
MINUSMA	2,277	4794	47%
MINUSCA	2,388	4493	53%
UNSOS	1,031	1640	63%
UNISFA	493	779	63%
Grand Total	**16,295**	**45,525**	**36%**

The percentages highlighted in red, indicate a higher presence of international authorized positions than national ones for a given mission. As the color gradually changes from red to green, the number of international authorized positions decreases. Therefore, the percentages highlighted green indicate a lower number of international positions than national ones.

Ratio per mission (SPM):

The table below shows the both the sum of international and national authorized positions for all three budget cycles - 2015, 2016 and 2017 per SPM, and the ratio between the two categories. While the majority of SPMs have a higher number of authorized international positions than national ones, the overall ratio shows a higher number of national authorized positions than international ones due to the fact that the two largest missions – UNAMA and UNAMI have a ratio of higher number of authorized national positions to international ones.

Ratio of authorized international positions: total authorized positions for each SPM mission

Mission	International	Total	International / Total
UNSCOL	59	245	24%
UNAMA	1133	4617	25%
UNRCCA	24	90	27%
UNAMI	1082	2642	41%
UNIOGBIS	188	382	49%
UNSOM	452	784	58%
OSESSS	15	25	60%
UNOWAS	114	189	60%
OSE-SYRIA	183	292	63%
OSESG-YEMEN	111	168	66%
SASG-CYPRUS	40	59	68%
SESG-GL	57	81	70%
UNOCA	77	109	71%
UNSMIL	608	847	72%
CNMC	30	36	83%
UNRGID	14	14	100%
Grand Total	4187	10580	40%

The percentages highlighted in red, indicate a higher presence of international authorized positions than national ones for a given mission. As the color gradually changes from red to green, the number of international authorized positions decreases. Therefore, the percentages highlighted green indicate a lower number of international positions than national ones.

Ratio per mission (RB):

As indicated in table below, all three RBs have a higher number of national authorized positions than international ones for the two budget cycles 2014-2015 and 2016-2017.

Ratio of authorized international positions to total authorized positions for each RB mission

Mission	International	Total	International / Total
UNMOGIP	50	148	34%
UNTSO	186	494	38%
UNSCO	64	132	48%
Grand Total	**314**	**788**	40%

Summary of findings:

From 1 July 2015 to 30 June 2018, PKOs have a relatively stable ratio between international and national authorized positions averaging 1:2, while SPMs hold an average of 1: 1.5 ratios for the duration 1 January 2015 to 30 December 2017, for RBs averaging at 1:1.5.

Overall, across all peace operations (PKOs, SPMs and RBs) the ratio of international authorized positions to national authorized positions has remained stable for the time periods mentioned in this report.

C. Other Projects and Reports

Apart from the two projects that I have listed above, I have worked on the following projects and reports during my internship:

i.   Statistical Report on the use of Operational Functional Titles in UN Peace Operations

The objective of this report was to provide statistical analysis on the use of operational functional titles in UN peace operations. This was done to examine the use of operational functional titles by different missions, in different duty stations, and for positions of different category, grade level, and job family. The data used for this report was extracted from UMOJA (our centralized system) on 24 April 2017 and serves as a snapshot of the use of operational functional titles. It covers changes to budgeted functional titles for authorized positions in both Peacekeeping Operations (PKOs) and Special Political Missions (SPMs) for civilian staff only and does not include military staff.

ii.   Analysis of Change in Duty Stations in Peacekeeping Operations and Service Centers January-December 2016

The objective of this report was to provide statistical analysis on the changes in duty stations of authorized positions in peacekeeping operations and service centers of United Nations from January 2016-to December 2016 and to graphically visualize them. This report is intended to shed a light on the factors that contribute towards changes in duty stations within missions and to cite missions and departments with excessive changes. The study conducted for this report deals with the volume and type of changes per mission, job family, and the authorized position's grade level.

iii.   Analysis of Loaning Authorized positions by Peace Operations

Prior to UMOJA system, loans of authorized positions were not easily monitored and creating reports for authorized positions that were loaned was difficult to make since all the documentation was done manually and not systematically. In October 2016, missions were asked by ODCU (my department) to report the history and status of all

loans for the past three years, and based on the data reported by the missions, the below analysis was prepared to distinguish between loans that were either expired and returned to their parent org units, expired but were never returned, regularized in subsequent budget periods, and those still maintaining an ongoing loan status. Moving forward, now that all loans are recorded in UMOJA and that the system provides tools to monitor the loan status both centrally, by FPOS, and by the missions, such monitoring should become an ongoing process both by the FPOS Regional Desks, ODCU and the missions themselves.

The data analyzed for peace operations was collected from the year 2002 up to 2016. Figures, ratios, and trend analysis was presented in this report.

iv.   Analysis of Abolishment and Nationalization of Positions in United Nations Peace Operations

The purpose of this report was to provide statistics and analysis on the ratio between positions in the substantive, support, and security components, for PKOs, SPMs and RBs between the years 2014-2017. The data analyzed for PKOs was collected from the budget cycles 2014-2015 to 2017-2018; the data for SPMs and RBs was collected from the budget cycles 2014-2017. Figures, ratios and trend analysis were presented in this report.

v.   Implementation of the Mission Support Structure

The objective of this project was to review the org structures and proposed staffing changes to ensure and advice whether they are in compliance with newly mandated mission support structures by the general assembly.

Learning Goals/ Knowledge and Skills Acquired

The functioning and working of a non-profit organization

At the beginning I did not have any experience of working within a NPO. Getting an opportunity to work with UN, I understand the functioning and the organization structure and the process of setting up projects. I also learned the importance of financial support and the dependence of UN on it. The dependence on extern institutions and people force you to have a flexible attitude. During my stay I also experienced this dependence. There was often uncertainty whether and when projects could start and the people that would work on them. In the beginning, uncertainty was different for me, but it made me flexible and I saw what other things I could do.

Communication skills

I improved my English language skills by working at the UN. Before the internship, I thought that I could communicate well in English. However, the majorities of people that I worked with were from different countries and had different accents of speaking and different methods of writing in English. This helped me expand my knowledge of the English language. Everyday communication in English improved my speaking as well as writing language skills.

Project Experience

Within the internship I worked on a lot of projects. Because of this I have seen of what aspects you have to think while organizing a project.

Furthermore, I learned that in a project it is of importance to convey an objective and supported message taking the viewpoints of people into account. I became also aware that of knowledge of different people could help in research and conservation on local issues while people from various countries can advise on issues of international importance.

Project Management

The different projects that I worked on helped me to improve my knowledge in project management, specifically the different types of project definitions, project goals, objectives, work breakdown structure, project charter, and responsibility matrix etc.

Working with people from other cultures

As I am an International student, the internship was an opportunity to get immersed on a deeper level in another culture. It was different experiencing to see how other people live and how they work. It also helped to look at things from a different perspective.

However, I did not experience difficulties caused by different cultural backgrounds. An open minded attitude of the people was very helpful in this regard. An internship in New York City was also a good way for me to interact with other people and explore diversity. I hardly experienced problems and I got really fast used to the different way of living.

Leadership Development:

My leadership ability has drastically improved because of the skills that I picked up. I now have the necessary tools and understand the skills required for a leader. Different sessions organized by colleagues for interns were very helpful in developing this skill.

Preparing statistical reports

Through this internship, I now know how to write a statistical reports representing analysis in the form of graphs, tables, charts etc.

Budget analysis and forecasting

This internship helped me to acquire some crucial knowledge of budget proposals, especially during the analysis of various budgets submitted by 38 UN missions.

Time Management:

I had to be at the office by 9 and used to leave by 5 in the evening after which I had to reach class by 6. I had to be physically fit as I walked 2 miles every day from the bus station to the office So, I had to take out time and do exercises. I was able to work and do physical activities without any problems. In addition to all, I had to talk to my parents. Everybody knows how Indian Moms are, that too when her son/daughter is in some foreign country. Hence this hectic schedule taught me how to manage time.

Experience Company Culture

Internships allow us to work in different kinds of companies to see what environment works best for us. It lets us experience different types of work types in different fields. Each of them has unique opportunities and benefits. Without working in different places, it's hard to know where you'll best fit. An internship allows you to do just that and helps you decide what kind of field and organizational culture suits vest for you.

Influence on future career plans

Before my internship at United Nations, I had some doubts about my future career. I was not sure if I would like to continue in the field of Data Analysis or get into coding. I also did not know what type of work I would like to do.

Through this internship, I gained better clarity on what I should do and pursue as a career. This internship gave me an insight into what the daily work of an analyst could be and helped me decide as to what I would do in the future.

Use of Skills and Knowledge Gained in the University

As I have listed the skills acquired in detail in the Learning Goals/ Knowledge and Skills Acquired section, I have listed the technical skills that I learned at Stevens and the course in which I acquired these skills which I then used at my job at the United Nations.

Skill	Coursework in which I acquired the skill at Stevens	Use of the skill at work
MS Excel	Financial Decision Making	In analyzing data, cost analysis, budgets
Visio	Process Innovation and Management	Creating organizational charts.
Tableau	Managing Emerging Info Tech, Supply Chain Analytics	In visualizing conflict data of UN missions in war zones.
Trend Analysis	Multivariate Data Analysis	Predict the expect troop, financial requirements of 38 UN missions.
Budget and cost Analysis	Financial Decision Making	Analyzing mission budgets in excel/ excel solver
Starting a project	Project Management Fundamentals	Propose an organized way of starting a project using Project, engagement skills.
SQL	Data and Knowledge Management	Used SQL queries to use data from the database.

Challenges and Constraints

During my internship at UN, I encountered some difficulties which include:

Lack of availability of some colleagues to share their knowledge with interns: UN is an organization for exchange of ideas and experiences among practitioners of civil society.

In link with this purpose, the internship program offers opportunity to young people to acquire knowledge and improve their skills in a globally competitive environment. However, some staff members are not usually available due to prior commitments such at being in a field mission. This prevents interns to approach them for requests or for help.

Lack of access to information/ tools: As an Intern, I am given limited access to data and limited use of the tools available at work. While this can be understood as a lot of the data is confidential however, it affected my ability to work and restricted my abilities.

My job entailed communicating with people / heads of various departments to understand the problem statement of some of the reports I worked on. And communication with them was a constraint since some of the heads were located in other countries and our time zones wouldn't match with our schedules. Communication over email was hence the best solution, but not the most effective.

Conclusion

The whole experience of this internship was a useful experience. I have gained new knowledge, skills and met many new people. I achieved several of my learning goals, however for some the conditions (such as lack of access or restrictions) did not permit me to explore to the full of my capacity and my ability.

I got insight into how such a big organization like the UN works. I learned the different facets of working within a NPO. I experienced that financing and skilled professionals, as in many organisations, are important factors for the progress of projects. Related to my study, I learned more about analysing data and predicting trends. There is still a lot to discover and to improve. The methods used at the moment are legacy ones and investment in future systems is required.

Furthermore I experienced that it is of importance that you have to be aware of the view of other people. Working in a diverse environment usually has this challenge as different people have different way of working. Hence it was not only a good learning experience but was also a good test of my skills.

The internship was also good to find out what my strengths and weaknesses are. This helped me to define what skills and knowledge I have and the things that I need to improve upon.

I am very appreciative of this opportunity and forever grateful to United Nations as well as to Stevens Institute for giving the opportunity to not work as an intern but also enabled me to make this a good learning experience.

Abbreviations

UN – United Nations

DFS – Department of Field Support

FPOS – Field Personnel Operational Service

CHRO – Chief Human Resource Officer

OHRM – Office of Human Resource Management

DPKO – Department of Peacekeeping Operations

DPA – Department of Political Affairs

ERP – Enterprise Resource Planning

PKO – Peace Keeping Operations

SPM – Special Political Missions

RB's – Regular Budget Missions

MINUSCA - United Nations Multidimensional Integrated Stabilization Mission in the Central   African Republic

UNISFA - The United Nations Interim Security Force for Abyei

UNSOS – United Nations Support Office in Somalia

UNAMA - The United Nations Assistance Mission in Afghanistan

UNAMI - The United Nations Assistance Mission for Iraq

NPO – Non Profit Organization

References

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- **https://iseek-newyork.un.org/**

- **https://en.wikipedia.org/wiki/United_Nations**