

2019 ACSH Annual Conference

**Values, Trust and Technology in the
Public Sector**

Enhancing public integrity through enhancement of trust

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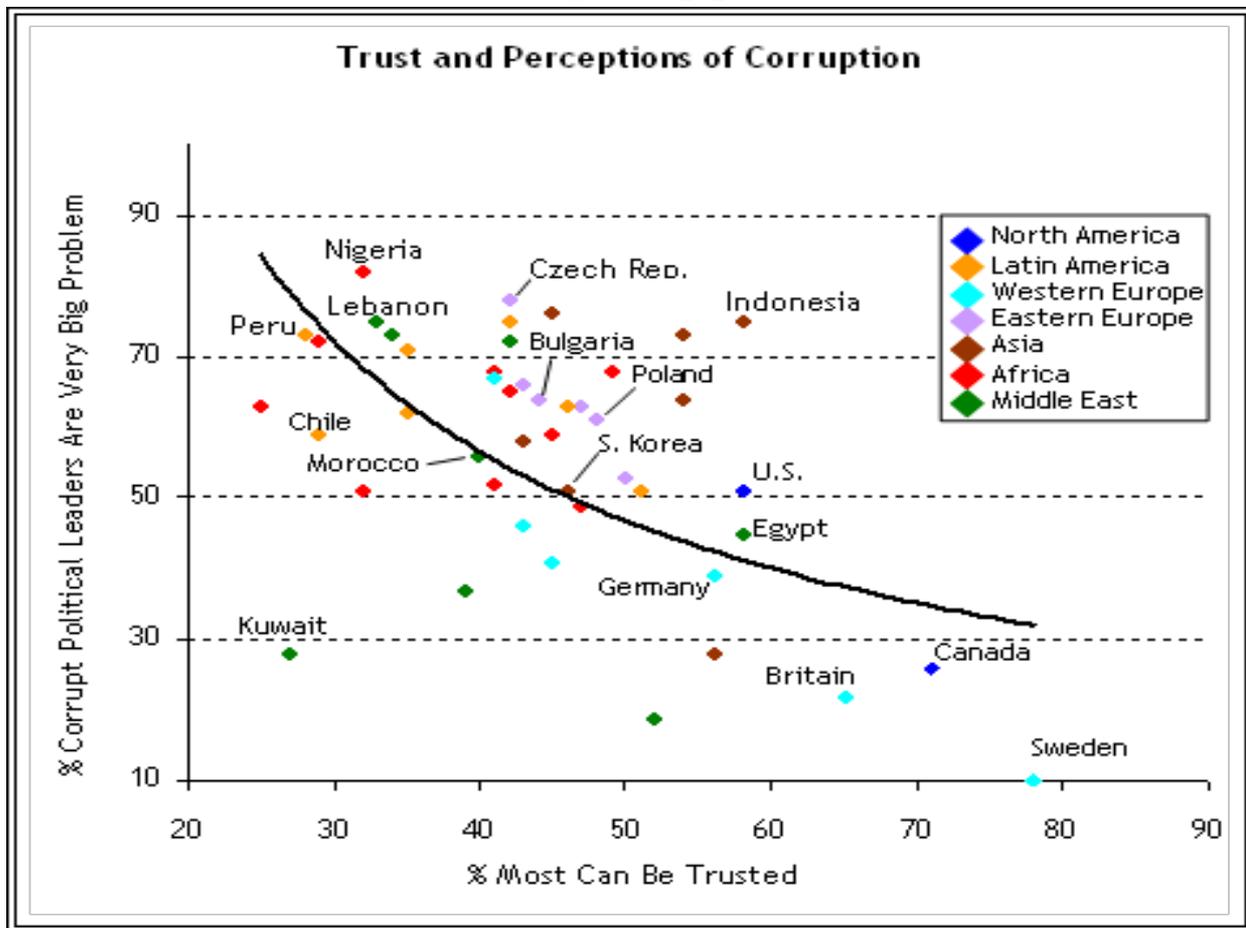
Public integrity is the lack of:

- partiality
- corruption
- clientelism
- nepotism
- patronage
- discrimination
- (state) capture
- secrecy

Sources of integrity breaches

- existing illegal and unethical practices
- lack of trust (internal, external)
- management does not set a good example
- rules of functioning have not been properly explained or justified
- employees do not have enough work to use up their time and attention
- employees with low morale, culture and bad habits
- management incapability
- unsuitable employees are being tolerated

Correlation between trust and corruption (lack of integrity)



Trust VS corruption in an organisation

- More corruption  Less trust
- More trust  Less corruption
- Less corruption  More trust

**TO REDUCE CORRUPTION WE HAVE TO
INCREASE TRUST !!!!**

So, how can we increase trust ?

Not directly but indirectly, by increasing:

- transparency
- accountability
- non-discrimination
- meaningful participation
- equality (legal, economical,...).....,

which will, in return, increase trust, which will, in return, decrease corruption.

Increasing trust in practice

- management leads by example,
- management cares about the officials,
- everyone understands the objectives of the organization,
- everyone knows what is expected of them in achieving those objectives,
- employees are kept informed of their progress
- employees feel that they can influence management and have a say in decisions, which affect them,
- workload and standards required are reasonable,
- no favouritism,

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- openness of public institutions

Openness of public institutions is composed of:

- **Transparency** (the public can see and understand the workings of their institutions) – also a tool to increase trust!
- **Participation** (the public can influence the workings of their institutions) – also a tool to increase trust!
- **Accountability** (the public can hold their institutions to account for its actions) - also a tool to increase trust!

Basic tools for achieving transparency

- **Access to information**: legal right for citizens to request information from government, which must be provided unless it fits a specific exemption in law (judicially protected publicity is a rule, grounded secrecy is an exemption!);
- **Open data**: data and its content can be freely used, modified, and shared by anyone for any purpose (following 6 principles, according to which data has to be: open by default, timely and comprehensive; accessible and useable, comparable and interoperable, for improved governance and citizen engagement; and for inclusive development and innovation);
- **(Good) Records management**: ensuring that information is authentic and reliable, can be retrieved quickly and easily, is retained for an appropriate length of time, is disposed of securely and appropriately, and is suitably protected if private or confidential.

Basic tools for achieving participation

- **Civic space**: freedom and means [for individuals and organised groups] to speak, access information, associate, organise, and participate in public decision making, following four principles to enhance participation between the local governments and civil society: participation, trust, accountability and transparency, independence (of civil society);
- **Civic participation**: government proactively engaging with citizens, civil society and other stakeholder groups at 5 levels: inform, consult, involve, collaborate, empower;
- **Whistleblower protection**: clear whistleblowing procedures and protections, that ensure individuals can report (bona fidae and on substantiated grounds) their concerns with certainty that they will be appropriately addressed and without fear of negative repercussions to their safety or career.

Basic tools for achieving accountability

- **Audit** (internal, external): ensuring that public money is appropriately collected, managed and spent by local governments;
- **Codes of ethics**: outlining what is expected of public officials and provide an important basis for challenging malpractice and corruption in government, underpinned by clear procedures for complaints, review and sanctions;
- **Scrutiny**: control by elected representatives, individuals, civil society and the media.

Effects of openness of public institutions

It:

- increases the level of democracy,
- improves the governance,
- ensures more efficient public policies,
- increases public trust,
- decreases corruption.

To cut the long story short:

increased impartiality and openness (transparency, participation and accountability) of public institutions

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increased trust

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decreased corruption = enhanced integrity

THANK YOU!

Questions?

Suggestions?

Comments?

Sources

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