

Is there a need for Code of Conduct and Ethics also for Land Administrations (LA) organisation? - If yes, how it should be approached?

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SUMMARY

In the beginning the most common clichés, opinions of various stakeholders when the need for the Code is proposed are discussed, like “We do not need any Code - We have already all defined in the law”. But the law describes only “Black or White solutions” (allowed or not), however in daily practise we deal mostly with the “grey cases” for which some guidance (Code) is necessary.

Then a short brainstorming with audience takes place based on practical ethical examples e.g. receiving gifts, hospitalities, issues like “can an employee during the office hours read/write private mail using the employer computer equipment?”, etc.

Then the focus goes to the definition of Code of Conduct and Ethics that describes the public sector behaviour by setting 7 principles of public life selflessness, integrity, objectivity, accountability, openness, honesty, leadership, etc.

The Code 4 foundation pillars: Respect for the law, Impartiality, Integrity and Confidentiality are discussed.

1st the topics dealing with Customers: Friendly behaviour, Recognizability, Communication and Delivering Service,

followed by Behaviour at Work: Accountability, Attendance and performance, Use of company/organisation services/resources, Relation with the colleagues, Professional approach and improving yourself, are

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presented.

Then, the tasks of Employee as well the Employer are highlighted: Employer/Employee relations; Work environment and property; Information;

External/client relationships, incl. gifts, hospitality and other benefits; Private activities;

Teamwork; Dealing with fraud and risks; Information and Communication Technology (ICT).

On the end, the Organisation issues are presented: Reporting breaches of Code, How breaches by employees should be dealt with, etc.

Then some tips for the management for the Code implementation, avoiding a “Paper Tiger” document are proposed.

Then, after the above preparatory aspects, the variety of practical experiences as observed during the implementation of above proposed concept in a specific Land Administration organisation, like challenges related to the legislation, awareness of the need, understanding the Code by employees, its embedding in organisation, etc. are discussed and lessons learned are shared.

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