

# **Providing Support to the Offices of the Inspectors General (OIGs) in Iraq**

## **Improving the Technical Skills of the IGs and their Staff**



### ***Codes of Conduct Workshops***

#### ***Final report***

***April 2014***

**This project is being implemented by UNDP Iraq and  
Funded by the US Department of State**

## SUMMARY

This report includes details regarding the codes of conduct workshops that took place during the period of December 2013 and March 2014. These workshops targeted employees at the Offices of the Inspectors General (OIGs), human resources, and legal departments at the Ministries. The main goal of the workshops was to stimulate the implementation of the codes of conduct.

To this effect, six workshops took place; each for the period of three days. The total number of participants was 97 from the different OIGs and ministries. These workshops treated the following topics:

- The concept and types of codes of conducts;
- The Commission of Integrity's role and perspectives on the code of conduct;
- Responsible department(s) for the dissemination and implementation of the codes of conduct;
- Implementation plan of the codes of conduct.

## CONTENT

The workshops focused on providing the trainees with the means to implement the codes of conduct and increased their understanding on its nature, benefits, and types highlighting the role of the Commission of Integrity in developing it and shedding light on international good practices in this regards. Furthermore the ultimate goal of these workshops was to activate the use of the codes of conduct and reach out to as many employees as possible. An implementation action plan has been developed as a result of the six workshops.

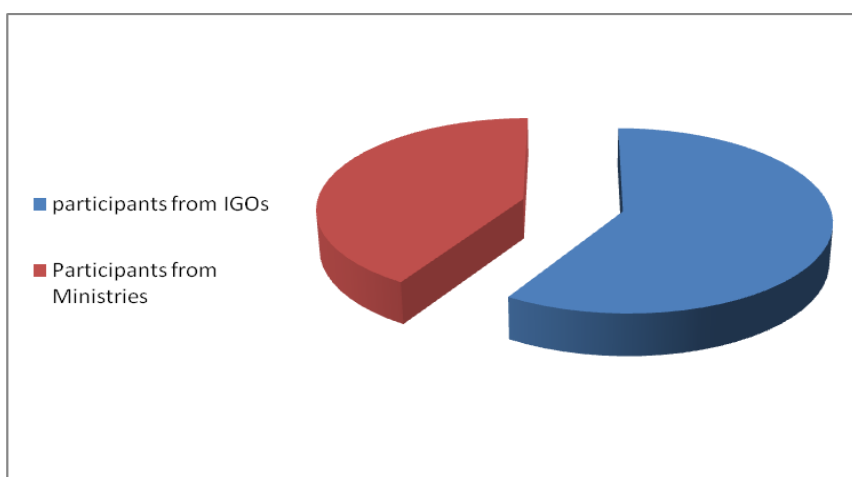
## TRAINING METHOD

The workshops have been conducted in an interactive manner. In addition to lectures and case studies, group discussions have been steered. Innovative ways have been also adopted during the workshop using phone surveys.

## PARTICIPATION

Six workshops were conducted, each workshop included participants from both the OIGs and ministries. Below table and chart illustrate the distribution of participants between the OIGs and Ministries.

	<b>Workshop</b>	<b>Number participants</b>	<b>Number of participants from OIGs</b>	<b>Number of participants from Ministries</b>
1	19-21/12/2013	18	15	3
2	29-31/12/2013	19	13	6
3	21-23/1/2014	22	13	9
4	4-6/2/2014	10	9	1
5	11-13/2/2014	10	1	9
6	18-20/3/2014	18	6	12
	<b>Total</b>	<b>97</b>	<b>57</b>	<b>40</b>



Participation from the OIGs and the Ministries varied in each workshop. The tables below illustrate the distribution of participants between the OIGs and the Ministries in each workshop.

**Workshop one, 19-21/12/2013:**

	<b>Workplace</b>	<b>Number participants</b>
1	Property claims Commission- OIG	1
2	Ministry of planning-OIG	1
3	Ministry of planning-HR	1
4	Ministry of water resources-HR	1
5	Ministry of water resources-OIG	1
6	Ministry of youth and sport- OIG	2
7	Ministry of electricity	2
8	Ministry of construction and housing-IGO	1
9	Ministry of construction and housing- Legal Department	1
10	Ministry of technology and sciences – OIG	1
11	Secretary council	2
12	Iraqi broadcasting network- OIG	2
13	Sunny endorsement- OIG	2
<b>Total</b>		<b>18</b>

**Workshop two, 29-31/12/2013:**

	<b>Workplace</b>	<b>Number participants</b>
1	Human rights ministry- OIG	2
2	Ministry of trade-OIG	1
3	Ministry of communications-HR	2
4	Ministry of environment-OIG	2
5	Commission of pilgrimage –OIG	2
6	Ministry of Municipalities – Legal Department	2
7	Ministry of health-OIG	2
8	Baghdad municipality-	2
9	Baghdad municipality- OIG	2
<b>Total</b>		<b>19</b>

**Workshop three, 21-23/1/2014:**

	<b>Workplace</b>	<b>Number participants</b>
1	Ministry of agriculture- OIG	2
2	Ministry of agriculture-HR and Legal Department	2
3	Shiite endowment-OIG	2
4	Ministry of higher education and scientific research	1
5	Ministry of higher education and scientific research- OIG	2
6	Iraqi broadcasting network	1
7	Ministry of industry- OIG	2
8	Ministry of industry	1
9	Ministry of education- OIG	1
10	Ministry of trade- administrative and Legal Department	2
11	Ministry of sciences and technology	4
<b>Total</b>		<b>22</b>

**Workshop four, 4-6/2/2014:**

	<b>Workplace</b>	<b>Number participants</b>
1	Ministry of sciences and technology- OIG	4
2	Ministry of culture- OIG	2
3	Ministry of transportation-OIG	2
4	Ministry of planning- Legal Department	1
5	Sunny endorsement-OIG	1
<b>Total</b>		<b>10</b>

**Workshop five, 11-13/2/2014:**

	<b>Workplace</b>	<b>Number participants</b>
1	Ministry of sciences and technology	5
2	Ministry of finance	1
3	Commission of pilgrimage	1
4	Ministry of human rights	2
5	Sunny endorsement	1
<b>Total</b>		<b>10</b>

**Workshop six, 18-20/3/2014:**

	<b>Workplace</b>	<b>Number participants</b>
1	Ministry of sciences and technology	7
2	Ministry of culture- OIG	2
3	Ministry of defense-OIG	2
4	Ministry of human rights- OIG	1
5	Ministry of labor and social affairs	6
<b>Total</b>		<b>18</b>

**RESULTS**

To achieve best results, a new method has been used to reach out to as many employees from the OIGs and the Ministries. Trainees were provided with pre-paid phone cards and were requested to conduct a survey using their mobile phones reaching out to employees in their offices and respective ministries. The following were the survey questions:

1. Have you ever heard about the codes of conduct?
2. Do you know the content of the codes of conduct?
3. Do you apply the codes of conduct in your work?

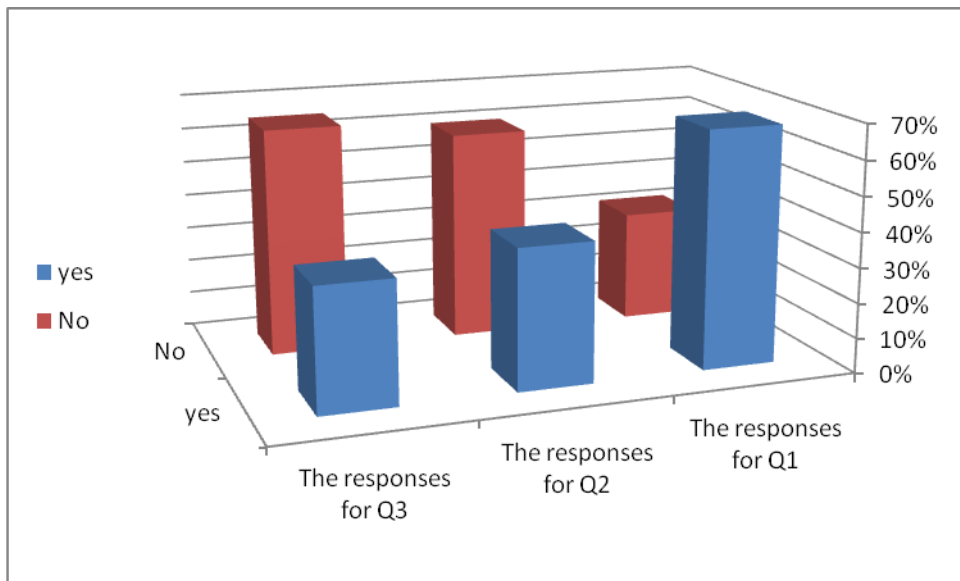
The results varied from one workshop to another; there were different sample sizes and different responses. The table below reveals the sample size for each workshop and the responses related to each question:

	Workshop	Sample size	Q1		Q2		Q3	
			Yes	No	Yes	No	Yes	No
1	Workshop one	121	80%	20%	40%	60%	15%	85%
2	Workshop two	159	50%	50%	35%	65%	35%	65%
3	Workshop three	372	68%	32%	45%	55%	43%	57%
4	Workshop four	147	75%	25%	50%	50%	41%	59%
5	Workshop five	109	75%	25%	39%	61%	39%	61%
6	Workshop six	150	60%	40%	34%	66%	34%	66%
<b>Total –Average</b>		<b>1058</b>	<b>68%</b>	<b>32%</b>	<b>40%</b>	<b>60%</b>	<b>35%</b>	<b>65%</b>

From the table above, the results indicate that only 68% of the sample heard somehow about the codes of conduct, while the results should have revealed 100% due to the fact that every employee in governmental institutions sign the codes of conduct at the beginning of services. Further discussion on this subject indicated that many employees sign the codes of conduct without knowing what it is exactly.

The results of question two illustrate that only 40% of the sample knows what the codes of conduct stand for and consist of. The aim of developing the codes of conduct is to ensure that it is applied, the result for this question is critical as it shows otherwise. The majority of surveyed employees do not know what the codes of conduct consist of and consequently it is not being applied. This has been confirmed through the results of questions 3 which revealed that only 35% of the sample applied the codes of conduct at work.

The chart below illustrates those results.



The above graphic reveals that only question one cultivated a favourable percentage higher than the negative, while the other two questions indicated a higher negative response.

The results of this survey provided a general indicator that a serious work should be done in activating the codes of conduct and ensure its application.

During the six workshops, intensive discussions took place with the participants focusing on the current methods used for applying the codes of conduct which are:

1. Signing the codes of conduct by new employees as a condition for hiring;
2. Exhibits posters at the workplace;
3. Holding seminars and workshops.

It is evident that the above methods were not sufficient to properly apply the codes of conduct. The following reasons indicate the shortage of current methods related to the application of the codes of conduct:

1. Many employees consider that the current codes of conduct is very weak as it is a copy of the law on governmental employees discipline;
2. Many employees sign the codes of conduct without reading it;
3. Not all the employees attend workshops related to the codes of conduct.

After identifying the above reasons and having intensive debates with the participants, there was a consensus on developing an action plan for the implementation of the codes of conduct.

## **ACTION PLAN FOR THE IMPLEMENTATION OF THE CODES OF CONDUCT**

As a result of extensive debates among the participants and the experts, it has been evident that a proper implementation plan needs to be developed and pursued. It has also become clear that the current code of conduct is weak in its content. The following steps were concluded:

- 1) Amend and adjust the current codes of conduct, when the opportunity permits. Each ministry and OIG should have its own codes of conduct and codes of ethics;
- 2) Each OIG should recommend, to the respective ministry, the print and distribution of the codes of conduct to all the employees;
- 3) The codes of conduct should be part of the employees performance evaluation and inspection visits checklist;
- 4) Each ministry should have a regular training plan on the codes of conduct targeting the newly recruited employees and a refresher course for the current employees, those courses should be made mandatory;
- 5) Conducting swift and unexpected surveys on a random sample of employees. Questions should be targeted to get an indication on the level of knowledge and application of the codes of conduct and most importantly measure any improvements in this regards using the results of such surveys to update the action plan;
- 6) Include training on the codes of conduct in the OIGs current general training in the respective areas of their work to reach out to as many employees as possible and maximize its benefits and results;
- 7) Currently trained employees to spread the word and train their peers on the codes of conduct upon their return to their offices.