WORK ETHICS

WORK ETHICS TAILORED FOR GOVERNMENT WORKERS IN KENYA NATIONAL & COUNTY LEVELS

PART I

TRAINING OF COUNTY CLERKS IN SIAYA/
DR. PETER ONYANGO ONYOYO
NEW KENYA

- THE CONSTITUTION
- DEVOLVED GOVERNMENTS (47)
- NATIONAL GOVERNMENT
- SERVICE DELIVERY
- PUBLIC INTEREST
- SOVEREIGNTY IS WITH THE PEOPLE OF KENYA
USE OF TECHNOLOGY
WHY IS GREETING IMPORTANT?
WHY WORK ETHICS FOR CIVIL SERVANTS?

• THE CONSTITUTION OF KENYA 2010 AND SERVICE DELIVERY.
• LABOUR LAWS IN KENYA
• THE BILL OF RIGHTS IN KENYA
• PUBLIC PARTICIPATION
• QUESTIONS: WHO IS YOUR EMPLOYER? WHO IS THE STATE? WHOM ARE YOU TO SERVE AND WHY?
WHY WORK ETHICS?

Values

Fairness

Towards

Doing the Right Thing

Good v Bad

TRAINING OF COUNTY CLERKS IN SIAYA/
DR. PETER ONYANG' ONYANG'YO
WHAT IS ETHICS?

- DEFINITION/ GENERAL ETHICAL PRINCIPLES
- DISTINCTION BETWEEN MORALS AND ETHICS – AND WHY ETHICS
- BEING CRITICAL THINKER IN YOUR SERVICE DELIVERY – BE SMART
- SPECIFIC- ONE MAN ONE JOB
- MEASURABLE- QUANTIFY/QUALIFY YOUR WORK
- ACCURATE- DO IT WITH EXACTNESS REQUIRED/KNOWLEDGE IS POWER
- REAL- THE POWER OF NOW
- TIME-BOUND- KEEP DEADLINE FOR YOUR WORK

TRAINING OF COUNTY CLERKS IN SIAYA/
DR. PETER ONYANGO ONYOYO
CODE OF CONDUCT/ CODE OF ETHICS

• MAKE YOUR OWN WORK CODE OF CONDUCT
• BE PRINCIPLED
• ADHERE TO WHAT YOU HAVE CREATED FOR YOURSELF- PERFORMANCE CONTRACT IS PERSONAL/ STANDARDS YOU WANT TO MEET
• REVISE YOUR CODE OF CONDUCT
• BE SMART WITH YOUR BOSS AND COLLEAGUES

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THINGS TO WATCH

• HONESTY
• HARD WORK (COMPARE MONEY WITH WORK)
• PUT YOUR PERSONAL COMPLAINTS ASIDE
• RESPECT WORK ENVIRONMENT POLICIES
• GET TO KNOW YOUR BOSS – SUPERVISOR
• THINK CRITICALLY
• THINK BEFORE YOU ACT
MY WORK SHOULD BRING ME JOY AND SATISFACTION

TRAINING OF COUNTY CLERKS IN SIAYA/
DR. PETER ONYANGO ONYOYO
SENSE OF RESPONSIBILITY

• WHAT IS RESPONSIBILITY
• WHAT IS OUR SOCIAL RESPONSIBILITY
• CARE ABOUT COLLEAGUES
• NO ABSCONDING THE JOB
• PROFESSIONAL SECRET
LISTEN CAREFULLY & TAKE NOTES
WORK CULTURE

• WHAT IS WORK CULTURE?
• HOW CAN I DEVELOP WORK CULTURE?
• WORKAHOLICS – BEING A FANATIC
• NEED DRIVEN WORK/ MOTIVATION DRIVEN
• WORK TO BE PART OF ME
• IT IS NOT FOR MONEY
• IT IS NOT FOR A SHOW
WORKPLACE ETHICS

Workplace Ethics

TRAINING OF COUNTY CLERKS IN SIAYA/
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CREATE FRIENDLY ENVIRONMENT

TRAINING OF COUNTY CLERKS IN SIAYA
DR. PETER ONYANGO ONYOYO
OOH! AM IN A WRONG PLACE!
WORK AS A RIGHT & A DUTY

- HUMAN RIGHTS FOR LABOUR
- DUTIES OF WORKERS
- DUTIES OF EMPLOYER
- WHY DO YOU NEED WORK?
- WORK IS NOT A PUNISHMENT OR MORAL SANCTION
- WORK SHOULD NOT MAKE ONE SAD OR UNHAPPY
- WORK AS SELF-FULFILLMENT/ SELF-REALIZATION

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DR. PETER ONYANGO ONYOOY
COMPETITIVENESS AT WORK PLACE
TIME IS OF ESSENCE

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CUSTOMER SATISFACTION

• WHO IS YOUR CUSTOMER? WHOM ARE YOU TO SERVE AND WHY?
• IS YOUR BOSS YOUR CUSTOMER?
• HOW DO YOU DEAL WITH THE PUBLIC?
• ASK YOURSELF WHY DOES MY SALARY COME FROM?
• THINK OF WHAT YOU ARE DOING FOR THE STATE RATHER THAN WHAT IS THE STATE DOING FOR ME (J.F. KENNEDY)
• RESPECT TOWARDS THE PUBLIC
• RESPECT TOWARDS THE HUMAN PERSON (WHETHER DISABLED OR NORMAL)
• READINESS TO SERVE/ STEWARDSHIP AS A DUTY
• OBLIGATIONS – RESPECT CONVENTIONAL WORKING HOURS (STIPULATED TIME) – CONTRACT
• MIND ABOUT YOUR PERFORMANCE AND SERVICE DELIVERY
OFFICE MUST BE NEAT & ORDERLY
INTEGRITY MEASURES

• ETHICS & ANTI-CORRUPTION COMMISSION
• WHAT IS INTEGRITY? WHY DO WE NEED IT?
• WHAT IS CORRUPTION? IT IS NOT ONLY EMBELZZLING MONEY BUT ALSO STILLING FROM THE GOVERNMENT (STEALING TIME)
• BRIBING OR ACCEPTING BRIBE
DON’TS

• DON’T BRIBE YOUR BOSS FOR MORE FAVOURS/FOR PROMOTION
• DON’T BACK BITE YOUR COLLEAGUE AND DERAIL HIM FOR POSITION OR GAIN
• DON’T USE YOUR WORK TIME FOR YOUR PERSONAL AFFAIRS / NO DISCRIMINATION
• DON’T BRING CONFLICT AT THE WORK-PLACE
• DON’T MAKE ENEMIES BUT COLLEAGUES
• AVOID BIASNESS IN SERVICE
• DON’T FAVOUR YOUR RELATIVES OR FRIENDS
• DON’T BEHAVE TO ATTRACT MORE ATTENTION FROM YOUR BOSS
• DON’T LOOK FOR FAVOURS BUT MERITS
• DON’T LIE IN ORDER TO APPEAR HONEST
• DON’T ACCEPT THAT YOU KNOW WHEN YOU DON’T KNOW (NEVER CHEAT)
• DON’T PUT YOURSELF FIRST BEFORE SERVICE (LEAVE YOUR MOOD AT HOME)
• DON’T ENGAGE IN PERSONAL TALKS AT WORK PLACE (STOP ACTIVITIES THAT ARE NOT RELEVANT TO YOUR WORK)
• AVOID BEING IDLE
• AVOID NEPOTISM
• AVOID BEING SPY OF OTHER COLLEAGUES
• AVOID POLITICS / IT IS IRRELEVANT TO YOUR WORK AND CONCERN
• NEVER JOIN BAD GROUPINGS TO PLOT AGAINST YOUR WORK
• AVOID LAZY COLLEAGUES
• AVOID THOSE WHO DISCOURAGE YOU
• AVOID FAINT HEARTED PERSONS
• STOP NEGATIVE ETHNICITY
• STOP GENDER VIOLENCE AND HATRED
• NO TO DISCRIMINATION

TRAINING OF COUNTY CLERKS IN SIAYA/
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DO’S

• WORK DISCIPLINE – THE DO’S
• PUNCTUALITY – RESPECT YOUR WORK TIME (CLOCK IN AND CLOCK OUT)
• LOVE YOUR JOB (PASSION FOR WORK)
• SINCERITY / BE CLEAR AND PRINCIPLED
• RESPECT OTHERS FREEDOM
• BE SMART
• BE DILIGENT / HARD-WORKING
• SHOW HAPPY MOOD / A PEACEFUL PERSON

TRAINING OF COUNTY CLERKS IN SIAYA/
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• CHERISH YOUR JOB ALL THE TIME
• ASK YOURSELF – WHAT HAVE I DONE?
• RESPECT DEADLINE FOR ANY TIME OF WORK
• LEARN HOW TO HANDLE GREAT WORKLOAD
• YOU ARE NOT THE BEST BUT YOU HAVE MERITED THE JOB (COMPETITIVENESS)
• PLAN YOURSELF
• PREPARE YOUR WORK PLACE IN TIME
• ARRANGE YOUR OFFICE
• PAY ATTENTION TO WHOEVER SEEKS YOUR SERVICE
• BE AWARE OF CHALLENGES
DISCOVER YOUR POTENTIALS

TRAINING OF COUNTY CLERKS IN SIAYA/
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RISK MANAGEMENT

• WHAT ARE THE ETHICAL CHALLENGES?
• WHAT ARE ETHICAL DILEMMA AT WORK?

FIX IT!
HOW TO HANDLE WORK LOAD

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CONSULT & SHARE

TRAINING OF COUNTY CLERKS IN SIAYA/
DR. PETER ONYANGO ONYOYO
HOW TO DEAL WITH YOUR BOSS

• YOUR BOSS IS ASKING YOU TO DO SOMETHING UNETHICAL, WHAT SHOULD YOU DO?
• YOU ARE THREATENED WITH SACKING, WHAT SHOULD YOU DO?
• SEXUAL HARASSMENT, HOW SHOULD YOU HANDLE IT?
• HOW TO MAKE ETHICAL DECISION
• HOW TO MANAGE RISKS
PROFESSIONALISM

• BE OBJECTIVE AND FOCUSED
• BE A CRITICAL THINKER
• DEAL WITH WORK ISSUES/ CHALLENGES
• BE PART OF THE SOLUTION AND NOT PART OF PROBLEM
• DUE DILIGENCE
• YOUR AIM IS TO IMPROVE OR MAKE THE WORK BETTER THAN HOW YOU FOUND IT – MAKE BETTER
• CARE FOR YOUR SUCCESSOR –
• REMEMBER TO HAND-OVER YOUR OFFICE
• KNOW YOUR WORK VERY WELL
• BE READY TO INCREASE YOUR KNOWLEDGE
• BE PREPARED FOR UNKNOWN SURPRISES
• BUILD UP YOURSELF DOING THE JOB
• RESPECT THE BUREAUCRACY
TRAINING OF COUNTY CLERKS IN SIAYA/
DR. PETER ONYANGO ONYOYO
TEAM PLAYER

• BE A ROLE MODEL
• LEARN HOW TO WORK WITH OTHERS
• ENCOURAGE OTHERS TO BE PERFORMERS
• PARTICIPATE IN TERM BUILDING MEETINGS
• MAKE CONTRIBUTION – INSPIRE OTHERS
• BE POSITIVE – THINK WELL
• BE RECONCILER / BE AN AMBASSADOR
• BE A PARTICIPANT AND NOT SPECTATOR
TEAM PLAYER
WORK WITHOUT SUPERVISION

• BE YOUR OWN BOSS
• BE MATURE AND RESPONSIBLE
• DEVELOP APTITUDE
• CHANGE THE WORK ATTITUDE TOWARDS WORK
• NEVER WORK UNDER SUPERVISION
• NEVER ABSCOND WORK IN THE ABSENCE OF YOUR BOSS
CORPORATE SOCIAL RESPONSIBILITY

• RESPONSIBILITY
• INTERNALIZING RULES AND PRINCIPLES
• BE THE CARE-TAKER OF YOUR NEIGHBOUR
• IF THE STATE FAILS WE ALL FAIL
THEORY OF PROGRESS
A STRONG WORK ETHICS IS FOR SUCCESS