

UNITED REPUBLIC OF TANZANIA

“CODE OF ETHICS AND CONDUCT FOR PUBLIC SERVICE IN  
TANZANIA”

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**PRESIDENT’S OFFICE PUBLIC SERVICE  
COMMISSION**

# AREAS OF PRESENTATION

This presentation focuses on the Public Service Code of Ethics and Conduct. It covers the following parts:

1. Introduction
2. Public Service Code of Ethics and Other Guidelines for Ethics and Accountability in Public Service
3. Public Service Ethical Values
4. Public Service Ethical Issues
5. Interventions to Improve Ethical Compliance in the Public Service
6. Conclusion

# EXPECTATIONS

Towards the end of this presentation, we all anticipate to have achieved the following objectives:

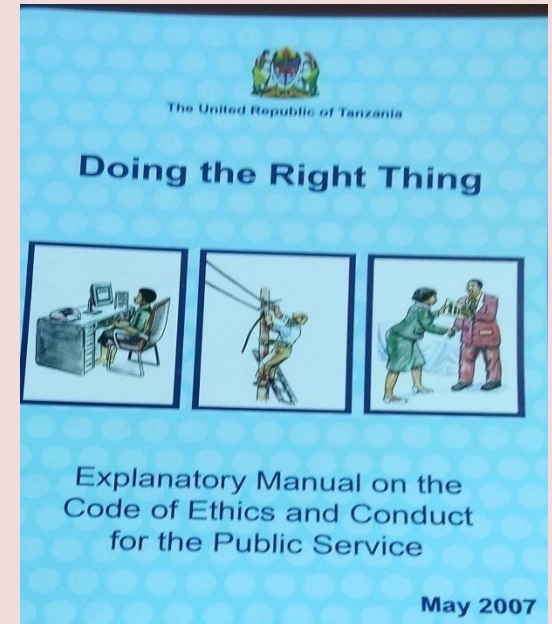
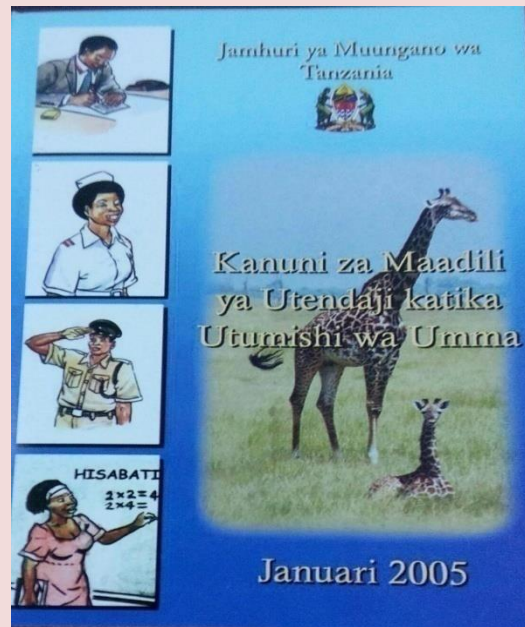
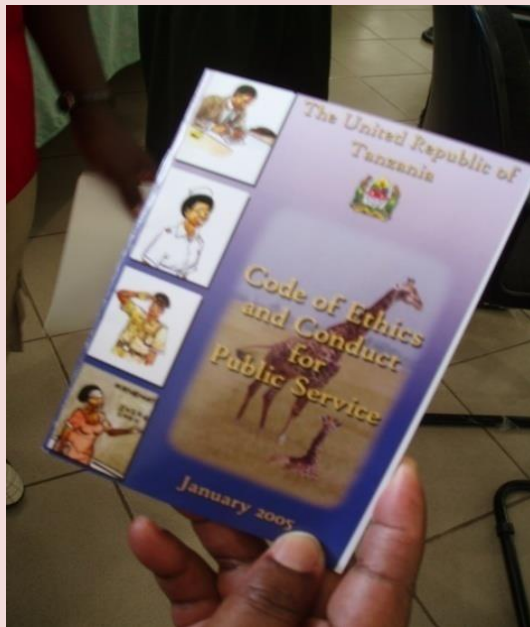
- i. To remind one another on some key ethical values that inform our day to day A&HR activities;
- ii. To understand and comprehend the fact that Code of Ethics and Conduct is a foundation and complement to various Professional codifications including one for A&HR;
- iii. To instill a sense of duty and commitment to live-up this code in your duo responsibility – A&HR Manager and a Public Servant.

# PUBLIC SERVICE CODE...

- ❑ Presence of a set of ethical values whether written or unwritten to any society is an important aspect because it guides members of society to work and interact in a manner that's acceptable.
- ❑ Ethics guide individuals' behavior to comply with doing the right thing and avoid the wrongdoings.
- ❑ It set **standards** in form of ethical values by which the community or a group recognizes good as opposed to bad things (good vs bad apples).

# Introduction...

## Public Service Code of Ethics and Conduct:



# PUBLIC SERVICE CODE...

Important guidelines other than Code of Ethics include:

- ✓ The Constitution of United Republic of Tanzania;
- ✓ Public Service Act;
- ✓ Public Leadership Ethics Act;
- ✓ Human Rights and Good Governance Act;
- ✓ Prevention and Combating of Corruption Act;
- ✓ Public Finance Act;
- ✓ Public Procurement Act;
- ✓ Various Professional Codes; and
- ✓ The African Charter on Values and Principles of Public Service and Administration in Africa.

# PUBLIC SERVICE CODE...

- ❑ The point to underpin here is that there is mutual relationship between the Public Service Code of Ethics and these guidelines since the former is written basing on the fundamentals enshrined in the Constitution as well as other laws especially the Public Service Act and its Regulations.
- ❑ The Code is both legally and administrative enforceable as stipulated under Section 35 (2) of the Public Service Act, Cap 298 and Regulation 67 of the Public Service Regulations, 2022. The breach of the Code warrants Formal disciplinary proceedings under *Regulation 42* and Summary disciplinary proceedings under *Regulation 43*.

# PUBLIC SERVICE CODE...

- ❑ Apart from disciplinary action, breach of the Public Service Code of Ethics and Conduct can be punishable by criminal prosecution before the court of law (Regulation 50 – 53 stipulates the process)
- ❑ **ETHICS CORE VALUES:**
- ❑ From Public Service ethics point of view, the core values guiding Public Servants in Tanzania are three fold; *professionalism, honesty and responsibility*. These three core values are the bedrock of the eight principles of the Code of Ethics and Conduct for Public Service in Tanzania.



# PUBLIC SERVICE CODE...

## 3.1 Professionalism

- ❑ The first core value, **Professionalism**, requires public servants to deliver service to the public at the highest standard by encouraging the compliance to four ethical principles in the code which are; Service excellence, Diligence, Impartiality, and Proper use of official information.
- ❑ Punctuality and timely completion of the assigned tasks and non-disclosure of confidential information are some of the responsibility for the public servants to observe this code.

# PUBLIC SERVICE CODE...

## 3.2 Honesty

- ❑ The second core value, **Honesty**, requires public servants to be truthful and build trust in their words and actions. The public servants are required to observe the fifth ethical principle of integrity.
- ❑ Integrity means always delivering as per promises made and consistently exercising duties as public servants in an honest and prudent manner. In so doing, the public servants are reminded to act with integrity whilst exercising public authority, expediting public funds and other public resources. They are required to avoid engaging themselves in all forms of corruption or accepting unauthorized gifts from clients as it would compromise their impartiality and honesty.

# EMBEZZMENT OF PUBLIC FUNDS...



# PUBLIC SERVICE CODE...

## 3.3 Responsibility

- ❑ The third core value of **Responsibility**, calls for the public servants to take full ownership of the consequences, positive or negative resulting from their actions and inactions while dispensing their duties. The public servants are required to adhere to the three ethical principles namely; Loyalty to Government, Accountability to the Public and Respect for the law.
- ❑ As regard to the loyalty to the government, they are expected to value and show allegiance to the Government of the day as well as public. On accountability, they are required to be impartial and non-partisan. Regarding respect for the law, among other things, they are required to understand and apply existing laws and other government guidelines to avoid decisions which are not rule/legal bound which may cause double standards in the public service.

# 4.0 ETHICAL ISSUES IN THE PUBLIC SERVICE

## 4.1 Ethical issues on Professionalism

- ❑ Despite deployment of trained professionals in the public service, the limiting factor is due to inadequate number of staff/redeployment; new emerging areas (Energy, ICT, Engineering and Medicine and other areas requiring super specialty and how to cope with it – Visions 2050 & 2063.
- ❑ Deliberate acts to abuse professionalism due to some professionals failing to live up their professional pledges and calls. Disclosure of clients' information, moonlighting, delays or denial of promotion and training opportunities affecting employees' morale and productivity.
- ❑ Disclosure of classified government information to an unauthorized people.

# ETHICAL ISSUES...

## 4.2 Ethical issues on honesty

- ❑ Stealing and embezzlement of public resources - public monies, abuse of public vehicles and other public resources including time (**errands, silent corruption!**)
- ❑ Practice of recruitment which puts much emphasis on meritocracy during recruitment while giving little or no attention at all on individual attitude and behavior upon entry in the public service. (with exception of few elite departments and institutions in the Government)
- ❑ This loophole allows some '**bad apples**' into public service and if such people are not quickly reformed or detected and action taken, they cause a lot of unethical problems.

# ETHICAL ISSUES...

## 4.3 Ethical issues on Responsibility

- ❑ The major challenge with this ethical pillar is failure by some disciplinary authorities to abide to the existing laws and guidelines while taking disciplinary actions.
- ❑ The common malpractices include; **failure to conduct preliminary investigation** contrary to regulation 36 (PSR 2022), **failure to afford necessary opportunity to staff facing disciplinary offences** contrary to Regulation 39-41.
- ❑ Failure to correctly apply the Public Service Code of Good Practice: **Collective & Sanction Approach.**

# ETHICAL ISSUES...

## 4.3 Ethical issues on Responsibility

- ❑ Unhealthy link between ethics and good customer service in the public service. There are situations where even when public servants have strived to offer service required, still such service fall short of **etiquettes of courtesy and humour**, which are important glue to customer satisfaction.
- ❑ Public institutions need to continue orienting their employees through training and mentorship to be nice to the people they serve. Pomposity and bullying behavior shown by some public servants including HR can not be further tolerated (***Ni ushamba na ulimbukeni tu***).



## 5. RECOMMENDED INTERVENTIONS AND WAY FORWARD

### 5.1 Ethics Training and Education

- ❑ All employers should plan and implement regular ethics training. Customer service training is also important to raise their awareness on customer care and satisfaction. A mention to training on “*Afya ya Akili*” and *MSY* are key.

### 5.2 Strengthening Accountability and Legal Systems for Ethics Compliance

- ❑ Emphasis on collaboration between HR and Legal professionals to **break work silos**.
- ❑ Reviewing the existing laws to make them more effective to deter public officials from wrongdoings such as corruption, embezzlement of public funds and other related offences – Regulation ....

# RECOMMENDED INTERVENTIONS...

## 5.2 Strengthening Accountability and Legal Systems for Ethics Compliance

- ☐ To strengthen ICT application so as to increase digital services such as e-billing, e-payment e-application, e-licensing and e-registration to reduce bureaucracy, bribery and make government service **more user friendly and cost effective**.
- ☐ To continue reviewing the existing laws to make them more effective and punitive to deter public officials from wrongdoing – corruption and embezzlement of public funds.
- ☐ Employers should comply to Disciplinary Code of Good Practice and other guidelines on taking disciplinary actions against public servants to ensure that accused officials are fairly treated.

# RECOMMENDED INTERVENTIONS...

## 5.2 Strengthening Accountability and Legal Systems for Ethics Compliance

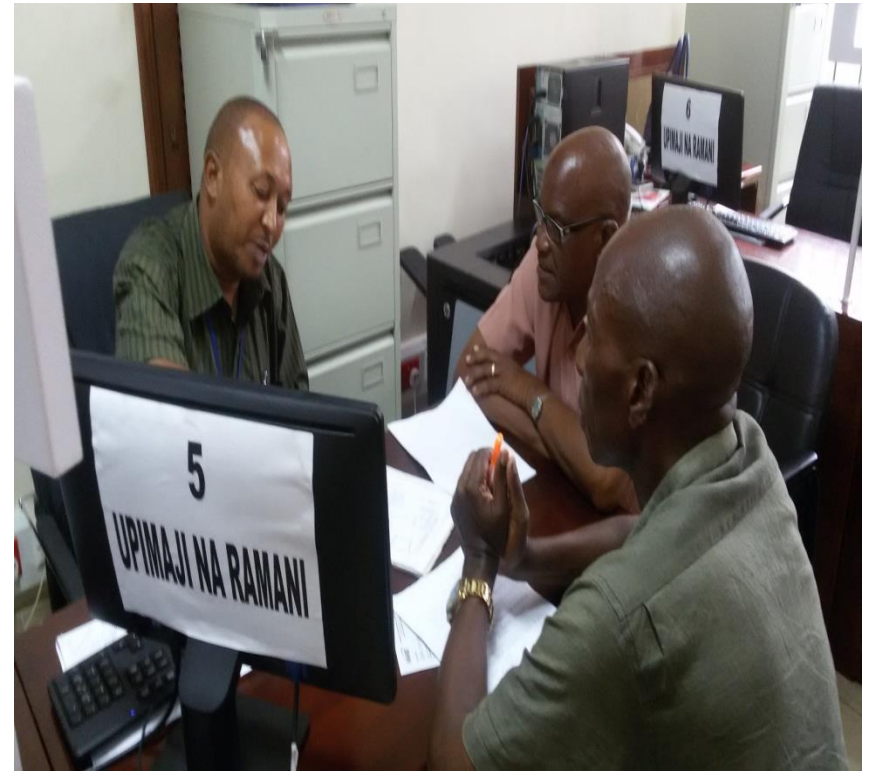
- ❑ To reduce the gap between the optimal requirements of the staff with the current establishments especially in Health and Education Sectors where citizen access to such services is vitally important. **Regular assessment at service points and deployment where necessary is key.**
- ❑ Strengthening feedback mechanism through **e-mrejesho** and other avenues as way of increasing **citizen demand side of accountability.**

# Complaints Facilities at Bombo, Muheza and Lushoto Hospitals in Tanga Region





# One-stop Centre – Ministry of Lands



# RECOMMENDED INTERVENTIONS...

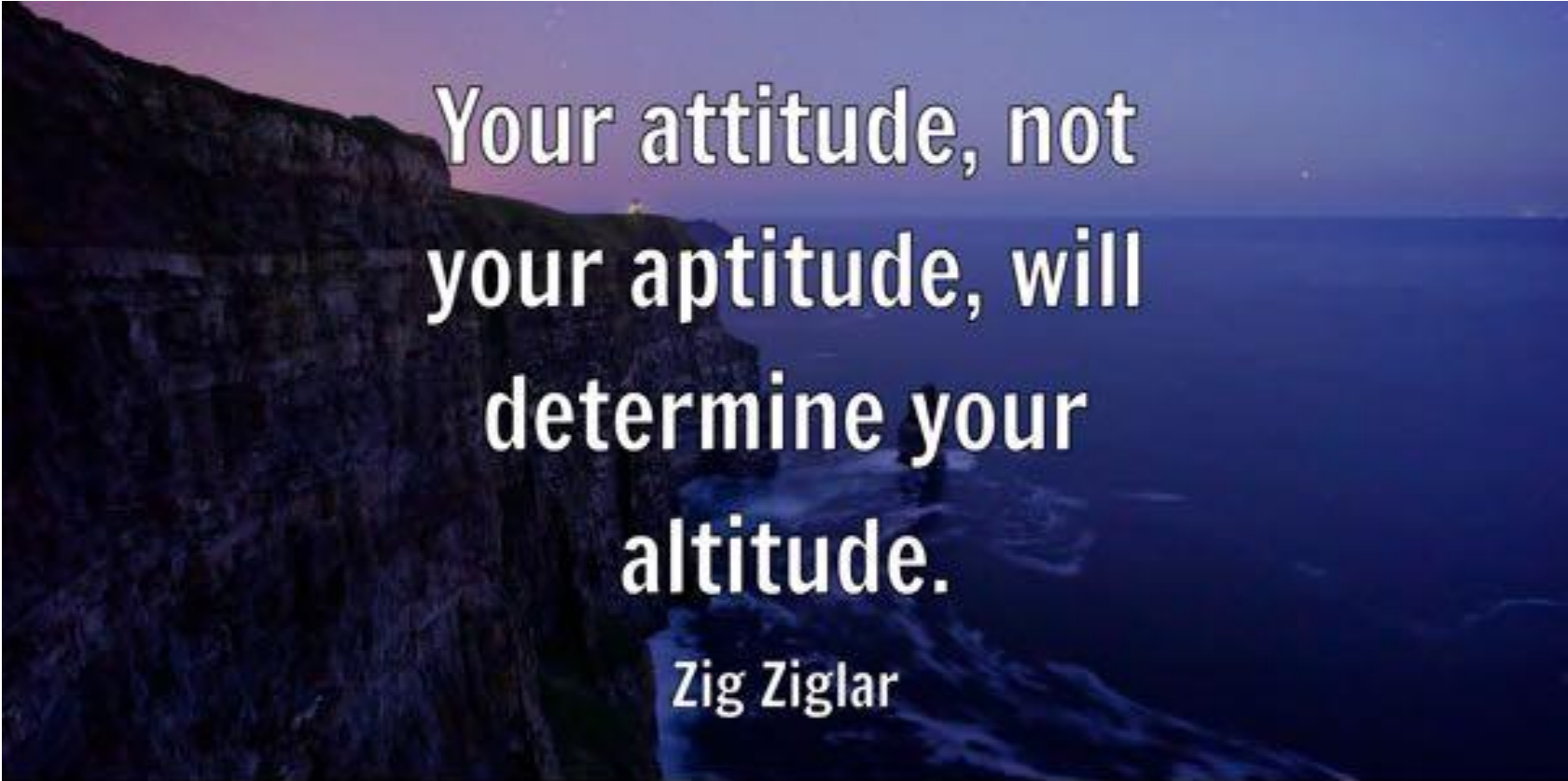
## 5.3 Motivating public servants to act Professionally, Honestly and Responsibly

- ❑ Employers and Government initiatives to improve employees working environment including incentive packages have positive impact on ethics compliance at workplaces.
- ❑ Salary increment, soft loan package, staff promotion and reduction of tax to single digit are some of measures taken to motivate public servants.

## 6.0 CONCLUSION

- ❑ Advancing ethics in the Public Service has been a concern of the government over the years and the current regime is not an exception. The role of A&HR Professionals in this aspect can NOT be underestimated.
- ❑ If each A&HR professional can play his part in fostering ethics integrity at his/her organization while also serving as a role model, then the entire public service will largely be ethical.
- ❑ Public service will be fulfilling its noble duty which is to serve as an engine for growth and anchor to other sectors towards achieving socio-economic development of the country.

# Ending quote...



Your attitude, not  
your aptitude, will  
determine your  
altitude.

Zig Ziglar

BrainyQuote®



# Discussion, Q&A



**THANK YOU FOR YOUR KIND ATTENTION**