



Quality Standardization in Public Service

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Abstract

It is the policy of the State to promote a high standard of ethics in public service. Public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest.

This study assessed the compliance with Republic Act 6713 among the officers of the DPWH in the Cebu City District Engineering Office, as evaluated by the CCDEO Officers and the rank and file employees in order to propose activities for sustainability. It utilized the descriptive- survey method and in gathering data questionnaires were used as instrument. The statistical treatments used were simple percentage, average, and T- test.

The DPWH-CCDEO Officers compliant to Republic Act 6713 were rated Outstanding on the following provisions: commitment to public interest, professionalism, justness and sincerity in public office, political neutrality, responsiveness to the public, patriotism and nationalism, commitment to simple living, and performance of duties. The rank and file employees rated very satisfactory on CCDEO Officers compliance to these provisions. However, the two groups of respondents rated very satisfactory compliance on CCDEO officers' commitment to simple living. There is a significant difference between the perception of the CCDEO Officers and the rank and file employees on the compliance to RA 6713.

Based on the findings of the study, the researchers concluded that the DPWH CCDEO Officers have a manifested a strong commitment to their duties and responsibilities and have internalized the provision of the Code of Conduct and Ethical Standards for government officials and employees.

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Introduction

It is the policy of the State to promote a high standard of ethics in public service. Public officials and employees shall at all times be accountable to the people and shall discharge their duties with utmost responsibility, integrity, competence, and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest.

Today's civilization is in need of civil servants who can render efficient service to the taxpayers. The expectation of efficiency among government officials and employees is justified because of the high taxes paid by the people. Thus, from every government official and employee, people expect that the delivery of basic public services be rendered promptly.

In addition, government employees are subject to public opinion. They are vulnerable to criticism and adverse comments especially if they occupy non-career or appointive positions of trust and confidence. If they are not Civil

Service eligible, people commonly express speculations regarding their fitness and worthiness for the positions that they occupy. The frame of reference for determining the employees' fitness and integrity on the job is Republic Act 6713 otherwise known as the Code of Conduct and Ethical Standards for Public Officials and Employees.

For this purpose, the determination of the government officials' and employees' levels of performance is necessary. Measuring levels of performance results not only in the just and impartial determination of the employees' rank but also in the identification of the employees' development needs. The importance of determining the compliance with Republic Act 6713 among the officers of the DPWH Cebu City District Engineering Office is an obvious need for the interest of the public to be initiated by the DPWH employees themselves.

As to whether the employee is in compliant or not able to render this contribution can be examined against Republic Act 6713. Furthermore, the results of the evaluation give rise to the formulation of a design for appropriate training opportunities.

This evaluative activity involves system and scientific exactness. A study of the compliance with Republic Act 6713 is possible in a document which at first is intended for academic pursuits later to be applied in the setting of a government unit. This progression from scientific study to governmental use and application is a justification for conducting this study.

This study is based on the emergent pragmatic model of development advanced by Hornstein and Tichy who declared that in the process of diagnosing an organization, a change agent can select the salient features of an organization which need to be changed with the help of the different components of the organization (Burke, 1992). Thus, with the help of the DPWH officials, the researcher has identified the performance levels, and compliance with Republic Act 6713 among the officers of the DPWH Cebu City District Engineering Office to be the most important organizational dimensions for diagnosis.

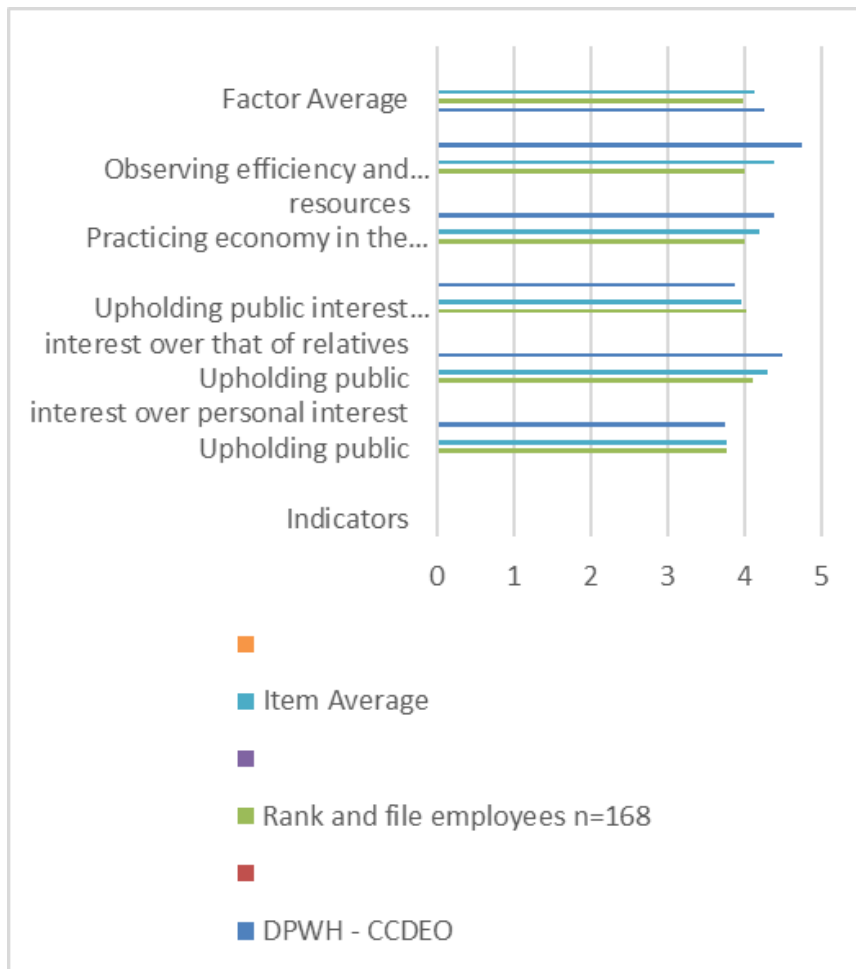
MATERIALS AND METHODS

Descriptive method of research was used in this study. Questionnaires were used as instruments of data collection in compliance with Republic Act 6713 among the officers of the DPWH Cebu City District Engineering Office.. Compliance with Republic Act 6713 will be measured by determining the officers’ commitment to public interest, compliance with the requirements of professionalism, justness and sincerity in government service, political neutrality, responsiveness to the public, nationalism and patriotism, commitment to democracy, commitment to simple living and performance of duties.

RESULTS AND DISCUSSION

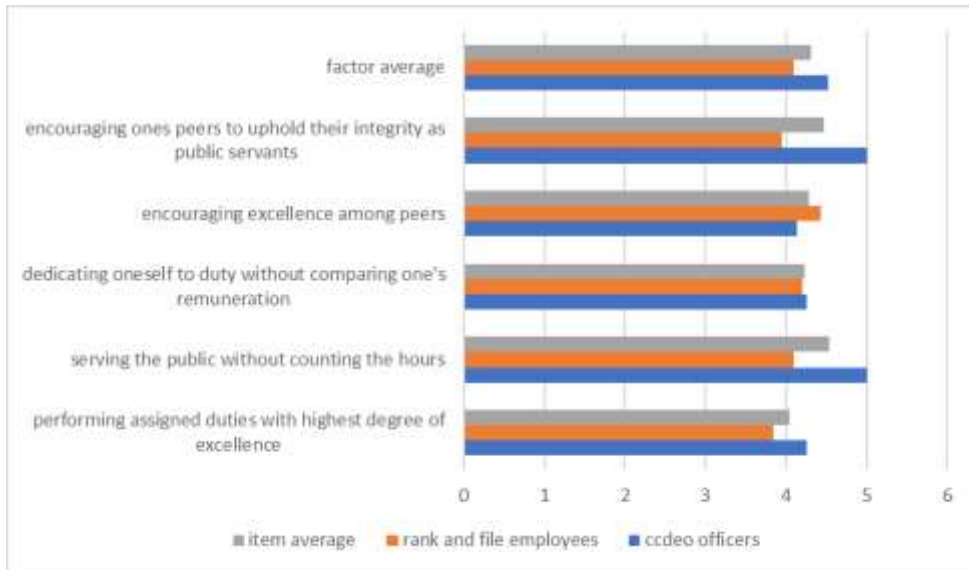
This portion of the paper presents the data gathered in this research, together with its interpretation, analysis and discussions.

Commitment to Public Interest



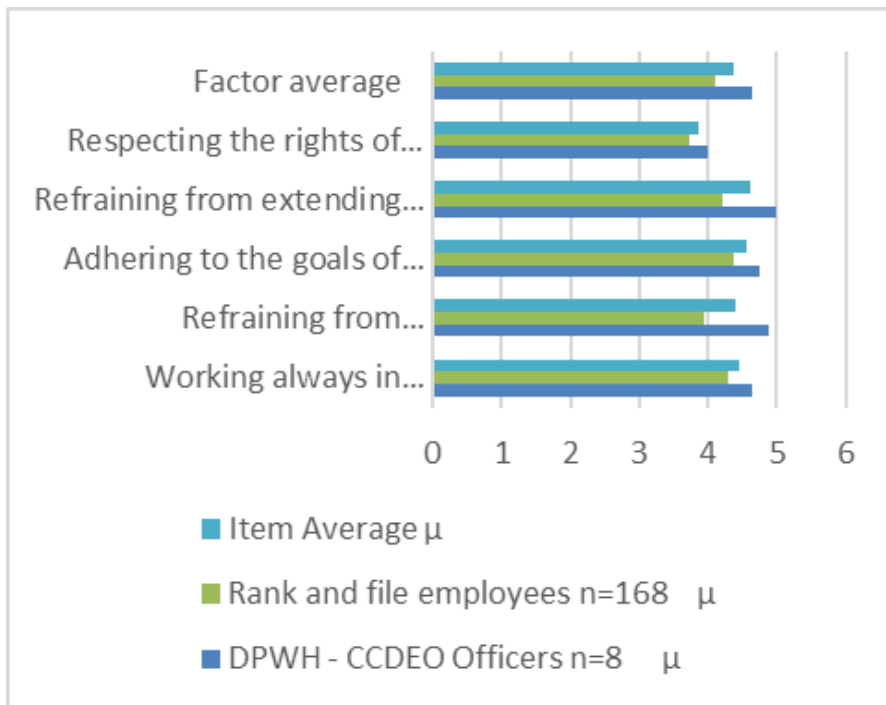
The factor average of 4.12 reveals that the DPWH - CCDEO Officers showed a Very Satisfactory commitment to public interest. The DPWH - CCDEO Officers rated themselves 4.25 or Very Satisfactory, whereas the rank and file employees rated their DPWH - CCDEO Officers 3.98 or Very Satisfactory.

Professionalism



The factor average of 4.31 indicates that the Office uphold professionalism to the point of being Very Satisfactory. This result is based on the rating of 4.53 or Outstanding from the DPWH - CCDEO Officers and the rating of 4.10 or Very Satisfactory from the rank and file employees.

Justness & Sincerity in Government Service



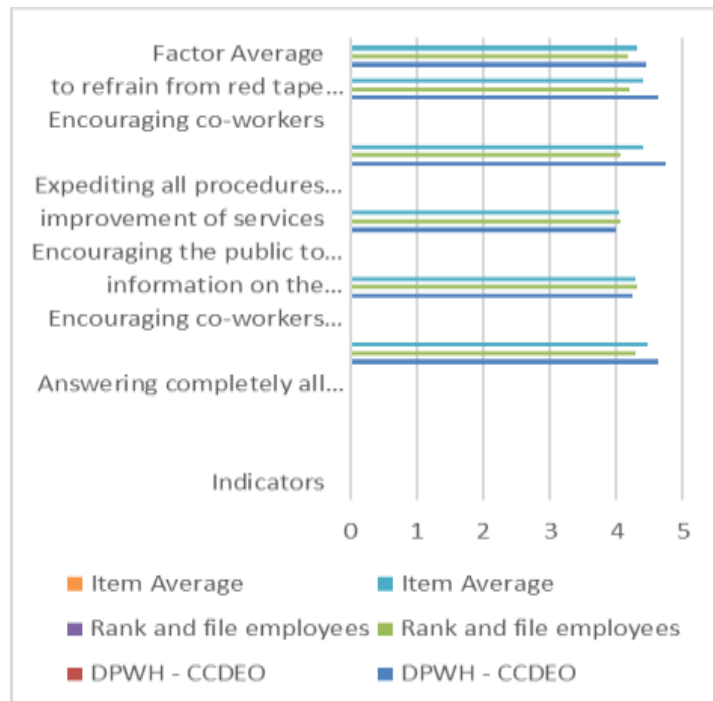
The factor average of 4.38 based on the group average of 4.65 (Outstanding) from the DPWH - CCDEO Officers and 4.11 from the rank and file employees indicates that the DPWH - CCDEO Officers manifested to a Very Satisfactory degree, justness and sincerity in the course of rendering service to the public.

Adherence to Political Neutrality



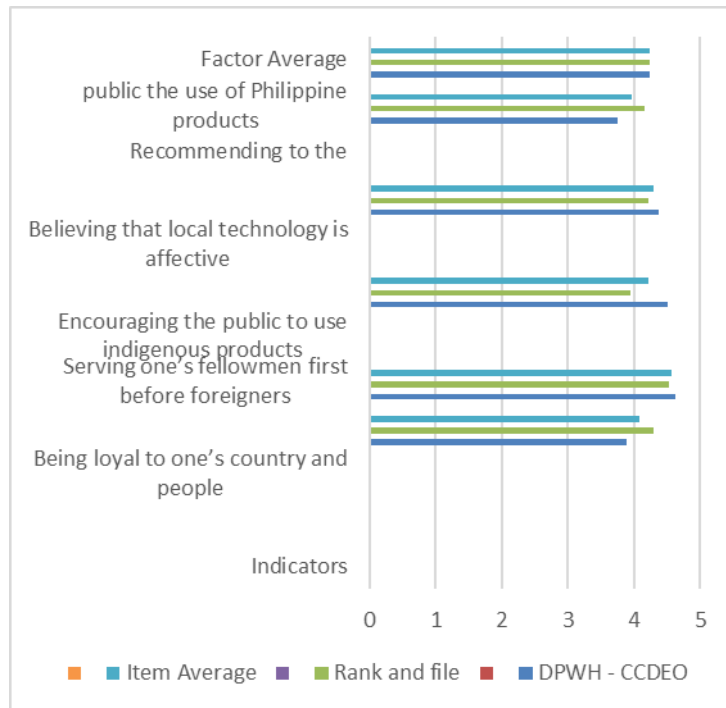
The factor average of 3.98 based on the group average of 4.10 from the DPWH - CCDEO Officers and 3.87 from the rank and file employees indicates that the DPWH - CCDEO Officers maintained their political neutrality very satisfactorily.

Manifestation of Responsiveness to the Public



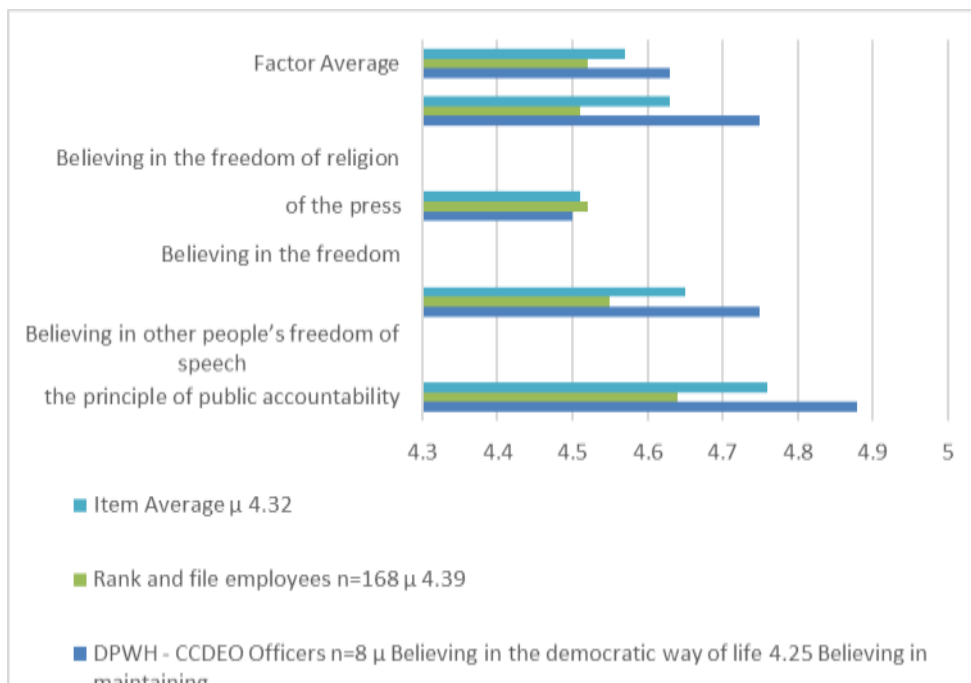
The factor average of 4.32 based on the group average of 4.45 (Very satisfactory) and 4.18 from the rank and file employees (Very Satisfactory) reveals that the DPWH - CCDEO Officers very satisfactorily manifested responsiveness to the public.

Practice of Nationalism and Patriotism



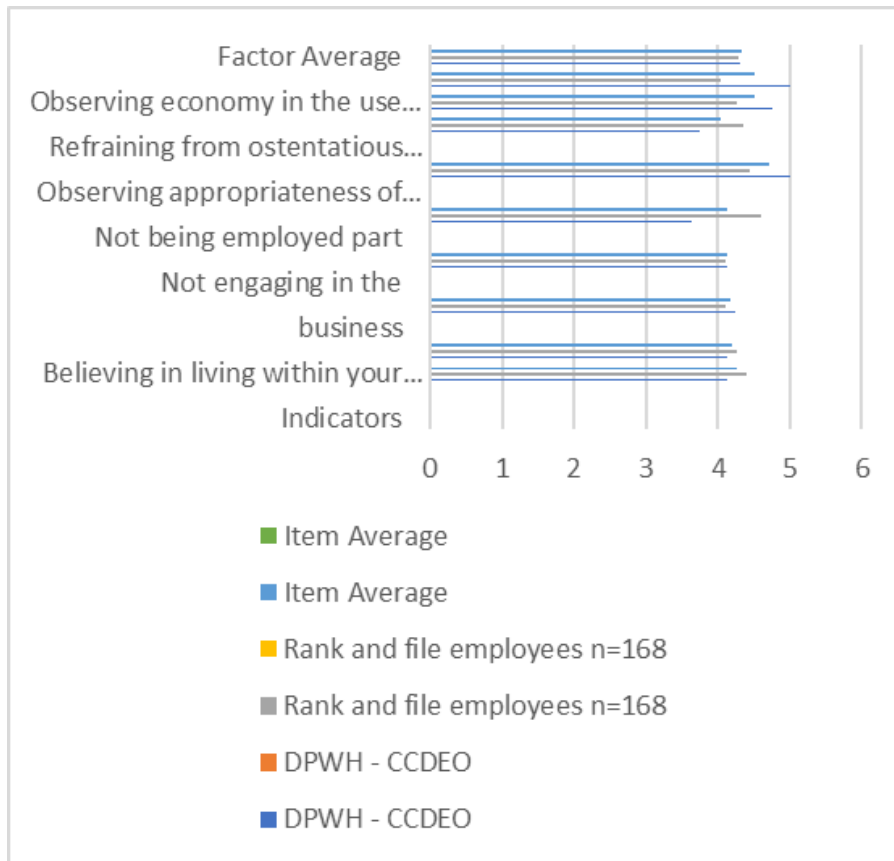
The factor average of 4.23 reveals that the DPWH - CCDEO Officers very satisfactorily upheld the practice of nationalism and patriotism. This rating is based on the group average of 4.23 (Very Outstanding) from the DPWH - CCDEO Officers and 4.23 (Very Satisfactory) from the rank and file employees.

Commitment to Democracy



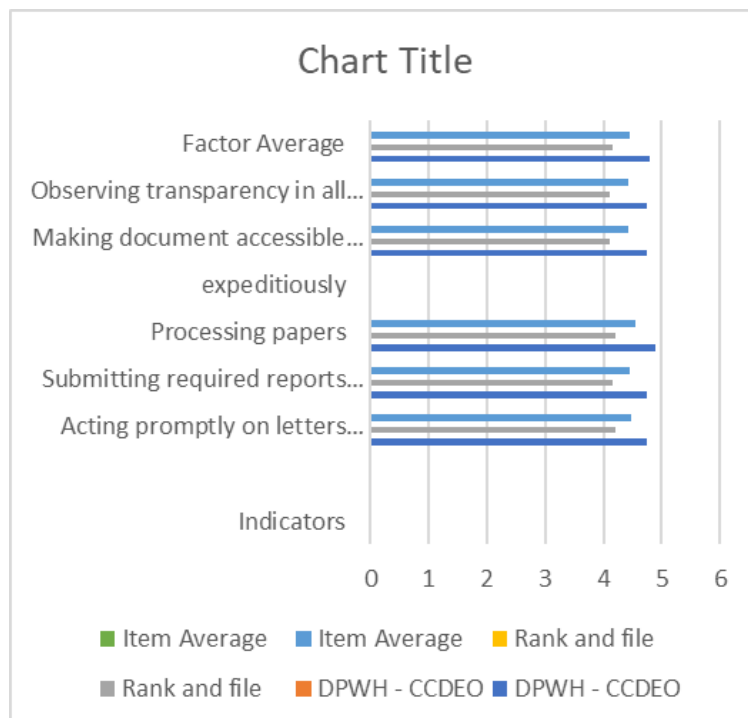
As revealed by the factor average of 4.57 based on the weighted mean of 4.63 (Outstanding) from the DPWH - CCDEO Officers and 4.52 (Outstanding) from the rank and file employees, the DPWH - CCDEO Officers manifested an Outstanding commitment to democracy.

Commitment to Simple Living



The factor average of 4.30 based on the group average of 4.31 from the DPWH - CCDEO Officers and 4.29 from the rank and file employees reveals that the DPWH - CCDEO Officers manifested a Very Satisfactory commitment to simple living.

Performance of Duties



As revealed by the factor average of 4.46, the DPWH - CCDEO Officers were rated Very Satisfactory for their performance of duties. This factor average was based on the group average of 4.78 or Outstanding from the DPWH - CCDEO Officers themselves and 4.15 or Very satisfactory from the rank and file employees.

CONCLUSION

Based on the findings of the study, the researchers concluded that the DPWH CCDEO Officers have a manifested a strong commitment to their duties and responsibilities and have internalized the provision of the Code of Conduct and Ethical Standards for government officials and employees.

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