National Integrity Standards in the Public Sector
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in the Public Sector
First: Standard of the rule of law

- Standard of Reference (laws, regulations & instructions, clear provisions and powers).
- Standard of application (application and enforcement of the law in a fair and equality manner without discrimination).
- Harmonization of national legislation with the International Convention against Corruption.

Legislation is the main reference to the work of public administration (benchmark).

Issuing and enforcing regulations and instructions in accordance with the laws (benchmark standard).

No inconsistency within legislation (reference standard).

Ensuring that the law is applied in a fair and equality manner (application standard) and measured by the number / proportion of unfair decisions.

Addressing all aspects that are contrary to the rule of law (the criterion of application) and measuring them by number / proportion of violations that have been addressed.

Adopting policies and procedures to combat nepotism and favoritism (criterion of application), and measuring them by number of policies issued.

Measuring the extent to which policies and procedures exist, but it is not necessary to measure the extent to which they are applied.

Measuring the extent to which policies and procedures to combat nepotism and favoritism are applied.
• Adopting policies and procedures to prevent acts of nepotism and favoritism (application standard).
• There is no legal provision to limit scope of exceptions (reference standard).
• No cases have been addressed outside the framework of laws and regulations application standard).

Second: standard of accountability

Sub-criteria

• Determine legal, administrative, and financial powers and duties of officials and decision makers.
• Determine the conditions and percentage of achievement and excellence and the extent of support for government policies.
• Updating and activating codes of conduct in the public sector and ensuring compliance with them.
• Visible control and disciplinary procedures are in place.
• An internal control department is in place.
• Develop mechanisms to strengthen the role of the internal control units in the public sector.
• Include some sub-criteria related to accountability of employees with low performance record.

Measurement indicators

• Number / percentage of institutions and employees who comply with the codes of conduct.
• Percentage of achievement is materially and morally linked to the achievement of the objectives and strategy.
• Applying the reward and punishment mechanism, according to the results of the reports.
• The effectiveness of accountability (number of punishment cases carried out as a result of accountability and the number of cases of motivation in cases of achievement).
• The extent to which public official provide their financial disclosures in accordance with the legislation in force.
• Proportion of penalties imposed by the disciplinary cases applied.

Third: Transparency Standard

• Documentation of information (decisions, procedures, models) in accordance with the provisions of the legislation in force regarding the confidentiality of information.
• Classification of information.
• Publicity and clarity.
• Participatory approach with relevant parties, measured by number of cases of joint and participatory work with other stakeholders.
• Number of meetings with related parties.
• Number of partnership councils with related parties.

Measurement indicators

• The existence of identified, clear, and measurable models for all services.
• All processes and administrative procedures are clear and approved; there is a clear transaction track, and e-government programs are applied.
• Percentage of documents classified in accordance with the provisions of the law “of right to access to information”.
• Percentage of responding to requests for access to information.
• Percentage of automated services to the total services provided to citizens and beneficiaries.
• Percentage of commitment to the specified dates for the completion of transactions.
• The existence of open and multiple mechanisms to communicate with all citizens.
• Percentage of information available to citizens (knowledge document).
• Number of visitors to websites and brochures.

Fourth: The standards of justice, equality and equality of opportunity

Sub-criteria

• Standard of Quality of Service.
• Standard of justice and equality of opportunity among employees.
• Standard of fairness, equality and quality of service between recipients.
• Standard of fairness and equality of opportunity between suppliers of goods and services to the institution.

Measurement indicators

• Number of complaints and grievances received by the institution whose compliance is being examined.
• Number of complaints and grievances received regarding personnel matters.
• Number of complaints and grievances received by the Integrity and Anti-Corruption Commission relating to the public administration entities.
• Number of complaints and grievances related to access to quality service.
• Number of complaints and grievances related to tenders and government procurement.
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- Number of complaints and grievances related to social aid and government assistance in general.
- Equality between male employee and female employee.

Fifth: Standard of good governance

Sub-criteria

- Planning.
- Organization.
- Monitoring and Evaluation.
- Sound decisions and procedures.
- Optimal use of human and financial resources.
- Participate in the awards that promote institutional performance such as King Abdullah II Award for Excellence.
- Risk and performance management.

Measurement indicators

- The existence of governance boards or specialized committees to examine policies, decisions, plans and procedures.
- The existence of strategic objectives.
- Percentage of achievement of operational plans.
- The existence of periodic management review and progress reports.
- Percentage of decisions that are in compliance with the standards of governance issued by the civil service system.
- Percentage of compliance with the allocated resources.
- The extent to which internal controls are documented and compliance with the its recommendations.
- Number of inquiries issued by the Audit Bureau.
- The extent of applying the recommendations of the Audit Bureau.