



Values of Work in the Public Sector

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Abstract:

Justice and equality, continuous development and flexibility, creativity and innovation, responsibility and accountability, respect, honesty, and integrity are fundamental values that foster a positive work environment and drive individuals toward exceptional performance within institutions. These values form the foundation upon which public institutions rely to carry out their missions and achieve their goals.

Promoting work values in the public sector not only enhances administrative efficiency and service quality but also contributes to building a strong society based on reliable and effective institutions striving for sustainable development. Therefore, it is essential to implement these values in the public sector and address the challenges that hinder their realization. Accordingly, government institutions must adopt clear policies and programs aimed at embedding these values into the work culture.

Keywords: Work Values; Public Sector; Professional Ethics.

Introduction:

Work values are fundamental elements that contribute to shaping social dynamics within institutions, reflecting the prevailing organizational culture in the public sector. In a social context, work values are understood as a normative framework that defines the relationship between individuals and their professions and influences their behavior within this sector. These values encompass concepts such as integrity, responsibility, justice, commitment, and honesty.

Work values in the public sector are essential for achieving sustainable development and enhancing efficiency in managing public resources. The values governing work in these areas directly impact the quality of services provided to citizens and contribute to fostering transparency and credibility between government institutions and the public. However, these values are influenced by social and cultural structures and the organizational framework and face challenges and obstacles within public sector institutions that hinder their effective implementation.

The significance of work values in the public sector emerges from their role in establishing institutions capable of meeting citizens' needs fairly and effectively while enhancing a sense of citizenship. Among the most prominent of these values are adherence to laws and regulations, delivering public services with a spirit of equality, respecting time and resources, and striving for continuous improvement in institutional performance. Furthermore, work values in the public sector are an integral part of promoting good governance and combating corruption, as they help create a work environment based on mutual respect and cooperation among all stakeholders.

First: Work Values – Concept and Sources**1.1 The Concept of Work Values:**

Work values refer to the ethical principles and professional standards that govern relationships within the workplace, serving as a fundamental reference for professional behavior (*Gregory, 2015, p. 23*). These values aim to provide a framework that ensures adherence to professional responsibility and enhances productivity (*Al-Aqeeli, 2020, p. 45*).

Additionally, they focus on achieving a balance between the rights and obligations of employees within a clear ethical framework (*Al-Sherbini, 2018, p. 112*). Work values also seek to improve job performance, build positive relationships among colleagues, and increase institutional productivity (*Al-Saleh, 2018, p. 45*). These values include honesty, punctuality, cooperation, teamwork, and transparency (*Abdul Rahman, 2020, p. 78*).

1.1.1 The Difference Between Individual Values and Institutional Values:

Individual and institutional values are interconnected but differ in context and meaning. Below is a clarification of the difference:

1.1.1.1 Individual Values:

Individual values represent the principles and beliefs held by an individual, reflecting their personal guidance in life. These values are typically derived from upbringing, personal experiences, education, religion, and surrounding culture. Examples include integrity, respect, justice, and ambition (*Abu Zaid, Mohammed, 2015, p. 54*).

1.1.1.2 Institutional Values:

Institutional values are the principles and general directions adopted by an organization to reflect its identity, goals, and mission. These values are often formulated to guide employee behavior and ensure the achievement of the institution's strategic vision. Examples include integrity, social responsibility, innovation, and teamwork (*Al-Khatib, Ahmed, 2018, p. 78*).

Key Differences Between Individual and Institutional Values:

- **Scope:** Individual values focus on the person and their daily behavior, while institutional values focus on the overall organizational environment and achieving collective goals.
- **Impact:** Individual values influence personal choices and behavior, whereas institutional values affect organizational culture and collective employee behavior.
- **Source:** Individual values stem from self and personal experiences, while institutional values are formally set by management (*Al-Hajj Ali, 2020, p. 102*).

Thus, individual values serve as a guide for personal behavior, while institutional values provide an organizational framework to ensure collective commitment.

1.2 Sources of Work Values:

1.2.1 Religion:

Religion is one of the primary sources influencing work values. Islam encourages honest labor and emphasizes integrity and diligence. In *Surah Al-Kahf, verse 110*, Allah says:

"Whoever does good works, it is for his own soul, and whoever does evil, it is against it." (Qur'an, Surah Al-Kahf, verse 110)

The Prophet Muhammad (peace be upon him) said:

"Allah loves that when one of you does a job, he perfects it." (Sahih Muslim, Book of Virtue and Connection, Hadith No. 1721, p. 504)

1.2.2 Customs and Traditions:

Social traditions in various societies are influential factors in shaping work values. For example, in Arab societies, collective work and mutual assistance among family and village members are essential traits for economic and social success. These values are closely tied to customs, which manifest in respecting elders and maintaining strong social relationships (*Al-Khouli, Mohammed, 2007, p. 123*).

In conclusion, while individual values serve as a guide for personal behavior, institutional values form an organizational framework that ensures collective adherence and alignment with strategic goals.

2.3. Laws and Legislation:

2.3.1. Egyptian Labor Law:

The Egyptian Labor Law defines workers' rights and establishes the necessary conditions for a suitable work environment. For example, Article 1 of the law states: *"The state guarantees workers their fundamental rights, such as fair wages and safe working conditions."* (*Egyptian Labor Law, 2003, p. 25*)

2.3.2. International Labor Agreements:

The International Labour Organization (ILO) seeks to set global labor standards, such as *"Convention No. 87,"* which advocates for workers' rights to exercise their trade union freedoms and receive fair wages. (*International Labour Organization, 2018, p. 45*)

Second: The Importance of Values in the Public Sector

1. Enhancing Trust Between Public Institutions and Citizens:

Values such as integrity and transparency contribute to building trust between public sectors and citizens, fostering greater participation and accountability. (*Ali Abdullah, 2018, pp. 32–35*)

2. Improving the Quality of Public Services:

Values such as responsibility and commitment play a significant role in improving the quality of public services by delivering efficient and citizen-focused services. (*Ahmed Zaki, 2020, pp. 56–60*)

3. Enhancing Efficiency and Effectiveness in Government Work:

Values such as discipline and excellence contribute to improving institutional efficiency, increasing productivity, and enhancing overall performance. (*Hassan Ahmed, 2016, pp. 41–44*)

4. Combating Corruption and Promoting Integrity:

Values such as transparency and accountability help reduce corruption and reinforce accountability within public institutions. (*Mohammed Ibrahim, 2017, pp. 75–78*)

5. Promoting Teamwork and Cooperation:

Values such as cooperation and respect support teamwork across different departments to achieve common goals. (*Ahmed Abdul Salam, 2016, pp. 49–52*)

6. Enhancing National Sustainable Development:

Institutional values such as responsibility and justice contribute to achieving sustainable development and stabilizing public institutions. (*Sami Ali, 2019, pp. 88–91*)

7. Supporting Sound Decision-Making:

Values such as justice and accountability enable decision-making processes that serve society's best interests and public welfare. (*Mustafa Kamal, 2019, pp. 33–37*)

Third: The Reality of Work Values in the Public Sector

1. Weak Integrity and Transparency in Some Public Sectors:

Many public institutions face challenges related to a lack of integrity and transparency, which hinder administrative development and weaken public trust. (*Ali Abdullah, 2018, pp. 87–90*)

2. Absence of a Teamwork Culture:

A culture of individualism prevails in many public administrations, leading to reduced cooperation among employees and hindering the achievement of strategic goals. (*Ahmed Abdul Salam, 2016, pp. 45–48*)

3. Poor Work Environment in Many Institutions:

Work environments in public sectors often lack essential equipment and motivational factors, negatively affecting employee productivity and satisfaction. (*Abdul Rahman Ali, 2020, pp. 73–76*)

4. Inequality and Unfair Promotions and Recruitment:

Favoritism and discrimination in hiring and promotions remain significant challenges in public sectors, causing frustration among employees. (*Jamal Mohammed, 2017, pp. 58–61*) Although the importance of equality and fairness in public work is widely recognized, some institutions suffer from unequal opportunities and discriminatory practices in service delivery. The *Arab Planning Institute's study* (2018, p. 25) indicated that implementing equality-based policies enhances public confidence in institutions.

5. Absence of Accountability Mechanisms and Responsibility:

Weak accountability systems in public sectors contribute to administrative errors and failure to meet professional responsibilities. (Mohammed Youssef, 2019, pp. 96–99) Despite the existence of legal accountability frameworks, weak enforcement of laws limits actual responsibility within institutions. The *OECD report* (2020, p. 15) highlights: "Weak oversight systems undermine efforts to enhance responsibility and accountability." The *World Bank report* (2021, p. 18) states that countries relying on independent oversight achieve higher accountability levels.

Key Challenges Facing Work Values in the Public Sector:**1. Administrative Corruption:**

According to *Transparency International* (2020, p. 24): "Corruption is the primary obstacle to implementing values of integrity and transparency."

2. Weak Human Resources:

The *United Nations Development Programme* (2019, p. 28) noted that "A lack of skilled professionals limits the capacity of institutions to enforce work values."

3. Absence of Effective Oversight Systems:

The *OECD* (2020, p. 12) reported that "The absence of independent oversight systems hinders the implementation of institutional values."

4. Political Interference in Administrative Work:

The *Arab Planning Institute* (2018, p. 30) stated that "Political interference often diverts public institutions from their core objectives."

This analysis highlights the importance of embedding work values in public sectors while identifying key challenges that hinder their implementation. Addressing these issues requires clear policies, robust oversight systems, and a collective commitment to fostering transparency, integrity, and accountability across all public institutions.

Fourth: Proposals to Enhance Work Values in the Public Sector

1. Enhancing Integrity and Transparency:

- Implement effective oversight and accountability mechanisms to establish integrity and transparency in public institutions.
- Strengthen the principle of public information disclosure and encourage active participation in decision-making. (*Mohammed Ibrahim, 2019, pp. 87–90*)

2. Improving the Work Environment and Providing Resources:

- Provide an appropriate work environment in terms of technology and infrastructure.
- Enhance supportive systems to improve employee satisfaction and increase productivity. (*Abdul Rahman Ali, 2019, pp. 73–76*)

3. Promoting Teamwork and Collaboration:

- Organize workshops to strengthen teamwork skills across various departments.
- Support integrated work teams to achieve common goals. (*Ahmed Abdul Salam, 2016, pp. 49–52*)

4. Strengthening Accountability and Transparency in Decision-Making:

- Adopt performance evaluation systems linked to rewards or penalties.
- Provide secure channels for reporting corruption and violations. (*Mohammed Youssef, 2017, pp. 96–99*)

5. Strengthening Leadership Based on Institutional Values:

- Provide training programs for leaders on value-based leadership.
- Foster effective communication with employees and support them in achieving institutional goals. (*Ahmed Abdul Rahman, 2018, pp. 43–46*)

6. Supporting Institutional Innovation and Creativity:

- Allocate budgets to support research and innovation within institutions.
- Offer incentives to creative and innovative employees. (*Mohammed Jawad, 2021, pp. 121–125*)

7. Promoting Justice and Equality:

- Establish transparent standards for recruitment and promotions.
- Strengthen anti-discrimination policies and prevent favoritism. (*Jamal Mohammed, 2017, pp. 58–61*)

8. Raising Awareness of Work Ethics Among Employees:

- Organize seminars and training workshops on work ethics.
- Publish manuals detailing proper practices and addressing ethical challenges. (*Mohammed Abdul Karim, 2019, pp. 66–70*)

Conclusion:

The importance of work values in the public sector is evident in enhancing effective performance and achieving sustainable community development. Public sectors play a central role in serving citizens and improving their well-being, requiring efficiency, transparency, and justice. These values rely on establishing equal opportunities, strict adherence to laws and ethical standards, and respecting human rights.

Implementing work values in public sectors strengthens trust between citizens and the government, ensuring continuity of development and innovation. By adhering to values such as integrity and professionalism, public sectors can enhance their reputation and improve their ability to meet society's needs effectively. Thus, these values become a cornerstone for the sustainability of public institutions and achieving their goals in serving society fairly and efficiently.

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