

Integrity Assessment of Public Organisations

Published On: 11 June 2014

Organisation: Anti-Corruption & Civil Rights Commission (ACRC)

Country: Korea

Level of government: Central government

Sector: General public services

Type: Data, Public Service

Launched in: 2002

Overall development time: 15 years

Link to the innovation's website

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Description

The Integrity Assessment measures the levels of integrity in public organisations based on surveys of citizens and employees of public organisations. It serves to encourage public organisations to make voluntary efforts to prevent corruption and promote citizens' rights in a transparent government. The results of the assessment are disclosed to the public, and contribute to encouraging public organisations to improve the public services that are found to be prone to corruption as a result of the assessment. The Integrity Assessment involves the largest number of respondents among the assessments conducted by government organisations in Korea. In 2011, more than 250 000 people participated in the integrity survey.

Why the innovation was developed

Before the introduction of the Integrity Assessment, there had been no policy tool for objectively measuring the levels of integrity in public organisations. The government's anti-corruption policies were not effective enough since those were developed and implemented on the basis of a rather vague perception of the status of corruption.

Objectives

Enhance public trust, Enhance transparency, Improve service quality, Improve user satisfaction, Increase citizen engagement

- Improve the satisfaction of citizens who are users of public services by preventing corruption in the process of public service delivery and increase transparency in administrative procedures.
 - Improve the satisfaction of civil servants by increasing their pride as a member of an organisation with a high level of integrity.
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Main beneficiaries

Civil Society, General population, Government bodies, Government staff

All citizens who receive services provided by public organisations are indirect beneficiaries of the Integrity Assessment.

Results

User satisfaction

The satisfaction of citizens who are users of public services has increased as the Integrity Assessment contributed to preventing corruption in the process of public service delivery and increasing transparency in administrative procedures.

Evaluation

The results of the assessment have been analysed, and the assessment model has been continuously improved.

Development

Design

Public officials in charge of developing policies at the Special Commission against Corruption developed the evaluation model in partnership with experts from academia and civil society.

Design time: 1 year

Testing

Developed a scientific and objective assessment model and conducted pilot assessments for three years.

Testing time: 2 years

Implementation

Tools used:

Korea's e-Government system was used which provides the detailed personal information of public service users.

Resources used:

KRW 2 billion to conduct the assessment surveys each year.

Implementation time: 12 years

Diffusion

The number of the public organisations subject to the Integrity Assessment increased from 70 in 2002 to about 700 in 2012.

The initial model of the Integrity Assessment was designed to measure integrity in the public sector solely based on a survey of citizens who experienced public services. However, since citizens cannot easily get information about corruption in internal affairs of public organisations, the assessment model was changed to also cover "internal integrity" in 2007 by conducting an additional survey of employees of public organisations.

Diffusion time: Every year

Challenges and solutions

Concerns were raised about the abuse of personal information of public service users. To resolve this problem, the Article 3 (Principles for Protecting Personal Information), Paragraph 1, 2, & 4 of Personal Information Protection Act was actively implemented.

Lessons Learned

Lessons Learned

The objectiveness of the assessment can be increased by diversifying the group of participants in the integrity assessment, including citizens, employees of public organisations, local residents, and journalists.

Conditions for success

A system to protect the details of the responses of respondents (public service users, public officials, citizens, etc.) is needed to receive accurate and candid answers.
