

MINISTRY OF INFORMATION SOCIETY AND ADMINISTRATION

Based on Article 7 paragraph (1) point 8 of the Law on Administrative Officers ("Official Gazette of the Republic of Macedonia" No. 27/14) the Minister of Information Society and Administration adopted

CODE FOR ADMINISTRATIVE OFFICERS

Subject

Article 1

This code prescribes the ethical standards and rules of conduct of the administrative officers.

Purpose

Article 2

The purpose of this code is to encourage good behaviour of the administrative officers and strengthen the trust of citizens in the work of public sector institutions.

Application

Article 3

The ethical standards and rules of conduct of the administrative officer apply in relations with colleagues, with superiors and with parties in the workplace, but also in private life and the public.

Disrespect

Article 4

For non-compliance with the provisions of this code, the administrative officer is subject to disciplinary action, in accordance with the Law on Administrative Officers.

Legality

Article 5

The administrative officer obeys the legal regulations and never works in a manner known or suspected to be illegal, improper or immoral. He does not give in to pressure from his superiors to perform unconstitutional and illegal tasks.

Professionalism

Article 6

The administrative officer performs the work dedicatedly and professionally, based on his work competencies and the rules and procedures of the service. The administrative officer performs the work independently and in a timely manner, paying attention and respecting the priorities and order of tasks.

The administrative officer behaves responsibly and works to build and maintain the common good, growth and social values, creating conditions for sustainable human and social development.

The administrative officer works on his continuous professional improvement and strengthening of work competencies and invests in his education and personal upgrading. He uses what he has learned to improve his work and the development of the institution and contributes to building and maintaining the institutional memory.

Impartiality

Article 7

The administrative officer in his work and behaviour acts impartially, without prejudice and without the intention of achieving personal benefit or ambition.

Democratic values and social rights

Article 8

The administrative officer in his work and behaviour promotes them democratic values and the rule of law and advocates the inclusion of citizens and stakeholders in the policy-making process.

The administrative officer respects the principles in his work and conduct of humanity, equality and social justice.

Non-discrimination

Article 9

The administrative officer in the operation and conduct enables the realization of the constitutionally guaranteed rights to equality and non-discrimination, through creation of opportunities and respect for diversity, as well as protection from injustice, abuse and discrimination, on any basis.

The administrative officer ensures equal standards in the delivery of services, through fair and equitable treatment.

Political neutrality

Article 10

The administrative officer performs the work in a politically neutral manner, without entering into a valuable review of established policies.

The administrative officer does not represent and express his political conviction in the performance of official tasks and does not perform political activities, which can undermine the trust of citizens in the administration and in public sector institutions.

The administrative officer does not highlight or impose his own on others' political determination.

Personal integrity

Article 11

The administrative officer, by his personal example, promotes values such as truthfulness, honesty and fairness and encourages other administrative officers and officials to act according to these values.

Representation of the public interest

Article 12

The administrative officer is not brought into a state of conflict with the personal public interest opposes any dishonest, negligent and misconduct in the service.

In his work, the administrative officer represents the public interest, the rights and interests of all citizens and other subjects in the community, having them considering the development goals of society.

Abuse of the status of an administrative officer

Article 13

The administrative officer does not use them when performing private work the advantages arising from his status as an administrative officer for the purpose of realizing his personal benefit.

The administrative officer does not offer or provide any advantages that would be related on any basis to his status as an administrative officer.

Information Handling

Article 14

The Administrative Officer shall provide them with true, adequate, timely and full information of the citizens and the public while respecting the right to privacy and the protection of personal data.

The administrative officer facilitates access to the data he has in his work and which is needed for the realization of the rights and interests of citizens and other subjects in the community.

The administrative officer treats the information he receives in his own operation respecting the classification system of classified information.

The administrative officer never misuses the information to which came during the performance of the work, with the aim of advancement, merit or accomplishment of another personal interest.

Behavior in the workplace, private life and the public

Article 15

The administrative officer understands and experiences working in administration as a responsible, respectable and respected profession. Without preventing the exercise of the right to form one's own attitude and public expression of opinion, the administrative officer refrains from making harmful statements about the service.

The administrative officer in the service, in private life and in public behaves with dignity and does not act in a way that would violate his personal reputation, the reputation of the institution and the administration as a whole.

In his behaviour and actions outside of work, in public representation events, on social networks or in any other form of communication, the administrative officer is an example of appropriateness and dignity behavior. Conducts short and concise business telephone conversations, while not conducting private telephone conversations in the presence of parties or when the parties are waiting for an answer or when they intend to ask a question.

The administrative officer in the public appearances in which he represents the institution presents exclusively the official views of the institution in accordance with the regulations and the received powers and this code. In public appearances in which he does not represent the institution, he does not present data from the scope of work of the institution and from the workplace, which would damage the reputation of the institution and undermine the trust of the citizens in the administration.

Dealing with objects and documents

Article 16

The administrative officer takes care of the security of entrusted objects and documents.

Dealing with parties

Article 17

The administrative officer carries out open and regular communication with citizens and legal entities, using different means and ways to inform them about news from the scope of the institution's operations.

The administrative officer treats the parties kindly, and politely, and clearly explanations or advice given in a calm tone, with due respect and taking into account that they are addressed in order to realize their rights, obligations and interests.

The administrative officer accedes to the proposals received from the parties openly and seriously and constantly working to raise the quality of public services and social life. He listens to all remarks, criticisms and problems indicated by the parties patiently and without prejudice, and whenever the parties are dissatisfied with the answer, he requests arbitration from the immediately superior administrative officer or forwards the message to him.

Behavior with colleagues and superiors

Article 18

The administrative officer in the relationship with colleagues cultivates the spirit and principles of teamwork, mutual respect, respect for diversity, solidarity and cooperation. In communication with colleagues, he does not raise his voice, does not insult them avoids conflict situations and shows initiative to prevent them. He respects the privacy and discretion of colleagues and associates, avoiding unprofessional and subjective approach.

The administrative officer builds a mutual relationship through open and honest cooperation and trust and improves the organizational culture, in order to ensure efficiency operational effectiveness and high-quality customer service. It stands for valuing merit and competence and does not support a reckless and inappropriate pattern of behavior. It promotes care for colleagues and works to protect and promote the realization of their rights and obligations. Encourages the professional development of colleagues and associates by sharing experience and knowledge.

The administrative officer in the relationship with the superiors respects their authority and position, showing understanding for the introduction of technical, organizational and other types of changes.

Dress appropriately

Article 19

The administrative officer pays attention to the appearance and manner of dress, so as not to cause the impression of indecency and damage the reputation of the administration. The formal way of dressing expresses his respect for the service, but also for his colleagues, associates and clients.

Use of resources

Article 20

The administrative officer to the resources given to him for use, as well as in the performance of the work behaves economically and efficiently, using them exclusively for official needs.

Signing a statement

Article 21

The administrative officer upon employment in the service signs a Declaration for acceptance of the Declaration on the joint mission of public sector employees, which is given in the Appendix and is an integral part of this code.

Publication

Article 22

This code is published on the web pages of public sector institutions according to its entry into force.

Entry into force

Article 23

This code enters into force the following day from the day of its publication in the "Official Gazette" of the Republic of Macedonia", and it will begin to be applied on the day of its commencement the application of the Law on Administrative Officers ("Official Gazette of the Republic of Macedonia" No. 27/14).

No. 14/2-3716/5
November 19, 2014
Skopje
Minister,
Ivo Ivanovski, MSc.

Attachment

STATEMENT OF ACCEPTANCE OF THE JOINT MISSION STATEMENT OF THE EMPLOYEES IN THE PUBLIC SECTOR

Our mission

We employees in the public sector work with the elected government in the implementation of the vision for a prosperous, independent, sovereign and safe Republic of Macedonia. We contribute to maintaining justice and equality, guided by the principles of legality, expertise, competence, service orientation, professional ethics, impartiality, objectivity, transparency, reliability, responsibility and economic operation.

Our aim

Let's build a responsible society and create the best possible conditions for a sustainable one human, social and economic development. To promote cohesion and harmony in society - mutual respect, equality and concern for people and society as a whole.

Our customers

We provide quality, timely and efficient services to citizens and other entities. We treat them honestly, kindly, decently, with due respect and understanding, ensuring a fair relationship. We do everything to help our clients in exercising their rights and interests while taking care of the public interest.

Our colleagues

We respect our colleagues and associates. We are working on developing a joint potential through continuous professional development, which improves knowledge, competencies and personal capacities.

We promote good interpersonal relations, work as a team, accept diversity on any basis.

We encourage collaboration and professional development through mutual sharing of the experience and the learned.

Our beliefs

We build trust in the institutions of the system through full commitment to ours projects and providing superior services to our clients.

We accept changes as a challenge, believing that they lead to the realization of the development goals of society.

With our behavior and work, we contribute to the creation of institutions that strive for excellence.

By learning from our own mistakes and the actions of others we constantly improve in its operation.

Guided by our leaders and open to new ideas and achievements in operations, we are paving the way to stable progress and a prosperous society.

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Name and surname of
the administrative officer