



**National Integrity standards
of Public Sector**

First: Standard of the rule of law

Sub-criteria

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

Measurement indicators

- 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).
- Ensure non-inconsistencies within legislation (reference standard).
- Ensure that the law is applied in a fair and equality manner (application standard) and measured by the number / proportion of unfair decisions.
- Address 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.
- Adopt policies and procedures to combat nepotism and favoritism (criterion of application), and measuring them by number of policies issued.
- Measure the extent to which policies and procedures exist, but it is not necessary to measure the extent to which they are applied.
- Measure the extent to which policies and procedures to combat nepotism and favoritism are applied.
- Adopt policies and procedures to prevent acts of nepotism and favoritism (application standard).
- Ensure there is no legal provision that allow exceptions (reference standard).
- Ensure 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.
- Update and activate codes of conduct in the public sector and ensuring compliance with them.
- Ensure that visible control and disciplinary procedures are in place.
- Ensure that 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.

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 officials provide their financial disclosures in accordance with the legislation in force.
- Proportion of penalties imposed by the disciplinary cases applied.

Third: Transparency Standard

Sub-criteria

- Documentation of information (decisions, procedures, models) in accordance with the provisions of the legislation in force regarding the confidentiality of information.
- Classification of information.
- Transparency 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

- 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 each 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.
- 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 to which the recommendations of the Audit Bureau have been applied.