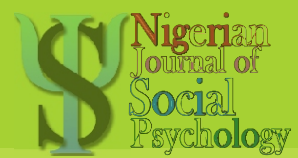


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# **Ethical Behaviour and Public Organizational Performance: Implications for Productivity and Service Delivery Optimization**

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## **Abstract**

*Ethical behaviour is a critical factor in enhancing organizational performance, especially within public sector organisations. Public institutions, by their nature, are held to high ethical standards as they serve the public interest. This paper explores the relationship between ethical conduct and public sector performance, with a specific focus on productivity and service delivery. Drawing on ethical leadership theory and public service motivation theory, the paper examines how ethical behaviour fosters a culture of accountability, transparency, and integrity, which in turn reduces corruption, enhances decision-making, and improves employee morale. Empirical evidence from various studies indicates that ethical practices not only optimize service delivery but also build trust between the government and citizens. The findings highlight that ethical leadership plays a pivotal role in shaping organizational culture, leading to higher productivity and more efficient use of resources. Through institutionalizing ethics management frameworks, public sector organisations can significantly improve their service outcomes and overall performance.*

**Keywords:** *Ethical behaviour, Public sector performance, Productivity, Service delivery, Ethical leadership*

## **Introduction**

Ethical behaviour plays a crucial role in shaping the effectiveness and credibility of public sector organisations. Unlike private sector entities, public organisations are charged with a duty to serve the public interest, and this requires a high standard of ethical conduct. Ethical behaviour in public organisations is not only essential for sustaining trust among citizens but also for enhancing the overall performance of the institution. Research has consistently shown that public organisations that adhere to ethical standards experience improved service delivery, higher productivity, and enhanced public trust (Akinlade et al., 2022; Chapman, 2003). Ethical leadership, in particular, has been identified as a key driver of these positive

outcomes by fostering an environment of accountability, integrity, and fairness (Wijesekera & Fernando, 2018).

The relationship between ethics, productivity, and service delivery in public organisations is complex but interdependent. Ethical behaviour reduces corruption, enhances decision-making, and increases employee morale, which in turn leads to better organizational performance (Yatich & Musebe, 2017; Ghory, 2020). For example, countries that maintain high ethical standards in public administration report more efficient service delivery and greater citizen satisfaction (Dorasamy, 2010; Fejzullahu & Batalli, 2019). In contrast, unethical practices, including corruption and mismanagement, often lead to service inefficiencies and undermine public trust (Mle, 2012). Therefore, understanding the link between ethical behaviour and performance is critical for governments seeking to optimize service delivery and public sector efficiency.

This paper aims to explore the impact of ethical behaviour on organizational performance in the public sector, with a specific focus on how ethics influence productivity and service delivery outcomes. Using ethical leadership theory and public service motivation theory as its theoretical frameworks, this study will investigate the extent to which ethical conduct contributes to improved organizational outcomes, and how ethical management tools can be utilized to enhance public sector performance. The primary research question guiding this paper is: How does ethical behaviour affect productivity and service delivery in public sector organisations?

## **Literature Review**

### ***Definitions and Conceptualization of Ethical Behaviour in Public Sector Organisations***

Ethical behaviour in public sector organisations refers to the conduct that aligns with accepted moral standards and promotes the public good. It involves adhering to principles such as transparency, integrity, fairness, and accountability, ensuring that public officials act in the best interest of society rather than for personal gain. Ethical behaviour is not only about compliance with regulations but also about discretionary decision-making rooted in classical ethical theories, encouraging employees to make morally sound judgments (Kuffner Hirt, 2003). Codes of ethics, often adopted by public organisations, provide a framework for expected behaviour, shaping organizational culture and guiding public servants in their actions (Ashkanasy et al., 2001).

Furthermore, ethical behaviour in public organisations is influenced by various socio-demographic factors, such as age, gender, and career stage. For example, younger employees are often more inclined to make ethical decisions, while older employees may be more likely to face ethical dilemmas due to the complexity of their responsibilities (Roozen et al., 2001). Leadership plays a critical role in establishing ethical norms within an organization, as public sector leaders are often viewed as role models whose behaviour sets the ethical tone for the entire institution (Tomescu & Popescu, 2013). Overall, ethical behaviour in the public sector is conceptualized as a multidimensional construct involving both external guidelines (e.g., codes of ethics) and internal moral values (Treviño, 1986).

### ***Previous Research on the Impact of Ethical Behaviour on Organizational Performance***

Research indicates that ethical behaviour has a positive impact on organizational performance, particularly in the public sector. Organisations with strong ethical climates report improved employee morale, increased organizational commitment, and higher levels of trust among stakeholders (Wittmer & Coursey, 1996). Public sector organisations that

prioritize ethics experience reduced corruption, lower legal disputes, and fewer conflicts, leading to a more stable work environment and enhanced performance (Yatich & Musebe, 2017). Ethical leadership, in particular, is associated with greater organizational efficiency and stronger adherence to ethical norms, though it can also lead to challenges such as "ethical fatigue" in employees who face continuous moral scrutiny (Shakeel et al., 2019). Studies have also shown that ethics management tools, such as ethical audits and performance assessments, contribute to better organizational outcomes by aligning employee behaviour with institutional goals (Gatewood & Carroll, 1991). For instance, countries with higher levels of public sector corruption often experience lower organizational performance, but the implementation of ethics management frameworks has been found to mitigate these issues (Mills, 1999).

### ***The Role of Ethics in Enhancing Productivity and Optimizing Service Delivery***

Ethical behaviour is critical to enhancing productivity and optimizing service delivery in the public sector. Ethical leadership fosters an environment of fairness and integrity, which motivates employees to perform better and take responsibility for their roles (Wijesekera & Fernando, 2018). Ethical work environments reduce conflicts and inefficiencies, creating a smoother administrative process that leads to improved productivity (Chapman, 2003). Public sector organisations that promote ethical standards are more likely to deliver services efficiently, ensuring that resources are used responsibly and effectively to meet the needs of citizens (Akinlade et al., 2022).

Moreover, ethical principles guide decision-making in public organisations, helping to resolve complex issues in a manner that benefits both the organization and the public (Tomescu & Popescu, 2013). Studies show that public sector organisations with a strong commitment to ethics experience higher levels of citizen satisfaction, as ethical behaviour fosters trust between the government and the community (Fejzullahu & Batalli, 2019). In countries such as South Africa, purpose-directed leadership has been shown to create an ethical culture that improves public service delivery by promoting a commitment to service excellence (Dorasamy, 2010).

### ***Challenges of Maintaining Ethical Standards in Public Administration***

Despite the importance of ethical behaviour, public sector organisations face significant challenges in maintaining ethical standards. Corruption remains a persistent issue, particularly in developing countries, where weak governance structures and political pressures can undermine efforts to promote ethical behaviour (Mle, 2012). Public servants often encounter ethical dilemmas due to conflicting obligations, making it difficult to consistently uphold ethical standards (Ehrich et al., 2004). Additionally, bureaucratic inefficiencies and the complexity of public sector operations can create barriers to maintaining transparency and accountability (Dorasamy, 2010).

Ethical compliance can also be difficult to enforce, especially when performance targets prioritize efficiency over ethical considerations (Neugarten, 1980). In some cases, the pressure to deliver results may lead to unethical practices, such as manipulating data or cutting corners to meet deadlines (Needham, 2006). Furthermore, public sector reforms driven by New Public Management (NPM) principles often emphasize cost-cutting and efficiency, which can conflict with the ethical obligations of public servants (Lawton, 2005). Maintaining ethical standards in public administration requires ongoing efforts to institutionalize ethics through training, clear codes of conduct, and robust accountability mechanisms. However, these efforts are often hampered by external political pressures and

internal organizational dynamics, making ethical governance a continuous challenge in the public sector.

### **Theoretical Framework**

The study on the impact of ethical behaviour on organizational performance in the public sector is grounded in three key theories: Ethical Leadership Theory, Stakeholder Theory, and Public Service Motivation (PSM) Theory. Together, these theories offer a comprehensive framework for understanding how ethical behaviour enhances productivity and service delivery in public sector organisations. Each theory focuses on different dimensions of ethical conduct, but they complement each other in providing a holistic view of the relationship between ethics, performance, and stakeholder engagement in the public sector.

#### ***Ethical Leadership Theory***

Ethical Leadership Theory emphasizes the role of leaders in promoting ethical conduct within organisations and how this influences organizational performance and culture. According to Brown, Treviño, and Harrison (2005), ethical leadership involves the demonstration of normatively appropriate behaviour by leaders through personal actions and interpersonal relationships, as well as the promotion of such conduct to followers through communication, reinforcement, and decision-making. Leaders who act ethically set the tone for the organization, fostering a culture of integrity, fairness, and accountability that permeates the behaviour of employees at all levels.

In the public sector, ethical leadership is crucial for creating an environment where employees feel empowered to act in the public interest. Leaders who embody ethical principles help reduce corruption, promote transparency, and improve organizational outcomes by ensuring that decisions are made in the best interest of stakeholders (Wijesekera & Fernando, 2018). This, in turn, enhances service delivery and productivity, as employees are more likely to be motivated to perform effectively when they trust their leaders and feel aligned with the organization's ethical values.

Ethical leadership also contributes to long-term organizational sustainability, as ethical climates foster trust and cooperation within teams, reduce turnover, and minimize the risk of ethical violations that could damage public confidence in the organization. Overall, Ethical Leadership Theory highlights the importance of ethical conduct at the top levels of management in shaping the behaviour of the entire organization and driving performance improvements.

#### ***Stakeholder Theory***

Stakeholder Theory, developed by Freeman (1984), argues that organisations must consider the interests and needs of all stakeholders—such as employees, citizens, and government agencies—when making decisions. This theory is particularly relevant in the public sector, where ethical behaviour is not only about internal organizational performance but also about serving the broader public good. Stakeholder Theory posits that ethical behaviour aligns the goals of the organization with the needs of its stakeholders, ensuring that the organization acts in a socially responsible and accountable manner. In the context of public sector organisations, Stakeholder Theory suggests that ethical behaviour enhances trust and legitimacy by demonstrating that the organization is committed to serving the interests of the public. For example, public officials who prioritize ethical standards in their interactions with

citizens can improve public trust, which is essential for maintaining a healthy relationship between government institutions and the communities they serve (Fejzullahu & Batalli, 2019). By considering the interests of all stakeholders, public organisations can make more inclusive and equitable decisions, which can improve the quality of service delivery and enhance overall organizational performance.

When combined with Ethical Leadership Theory, Stakeholder Theory reinforces the idea that leaders who demonstrate ethical conduct are not only improving internal organizational culture but are also building stronger relationships with external stakeholders. Together, these theories underscore the importance of aligning ethical behaviour with both internal and external organizational goals, creating a more holistic understanding of how ethics drives performance and service optimization in the public sector.

### ***Public Service Motivation (PSM) Theory***

Public Service Motivation (PSM) Theory, introduced by Perry and Wise (1990), explores the idea that individuals are motivated to work in the public sector due to a desire to serve the public and contribute to the greater good. According to this theory, public sector employees are driven by altruistic values and ethical motivations, which can positively impact their performance. PSM Theory emphasizes that employees who are motivated by a sense of duty and responsibility are more likely to act ethically, prioritize the needs of the public, and strive for excellence in service delivery.

Ethical motivation is a key factor in enhancing productivity and service delivery in the public sector, as employees who are committed to ethical principles are more likely to engage in behaviours that benefit both the organization and the public (Perry, 1996). This aligns with the goals of Ethical Leadership Theory, as leaders who foster an ethical work environment can further enhance the ethical motivations of their employees. Additionally, when organisations implement ethical guidelines and create a culture that values public service, employees are more likely to remain engaged and committed to delivering high-quality services. PSM Theory complements Stakeholder Theory by highlighting the intrinsic motivation of public servants to serve stakeholders ethically and efficiently. This synergy between employee motivation and stakeholder needs reinforces the importance of ethical behaviour in optimizing organizational performance and service delivery in the public sector.

### ***Complementary Nature of the Theories***

The three theories—Ethical Leadership Theory, Stakeholder Theory, and PSM Theory—work together to provide a robust framework for analyzing the impact of ethical behaviour on organizational performance in the public sector. Ethical Leadership Theory emphasizes the role of leaders in fostering an ethical climate, Stakeholder Theory ensures that the needs of both internal and external stakeholders are met through ethical decision-making, and PSM Theory focuses on the ethical motivations of public sector employees. When integrated, these theories highlight that ethical behaviour in public organisations is not just about compliance with regulations but is a multifaceted process involving leadership, stakeholder engagement, and employee motivation. Leaders who prioritize ethics set the tone for ethical conduct across the organization, while consideration of stakeholder needs ensures that ethical behaviour translates into better service delivery outcomes. Additionally, employees driven by ethical motivations are more likely to perform at higher levels, contributing to both improved productivity and the overall legitimacy of public institutions.

Together, these theories provide a comprehensive understanding of how ethical behaviour enhances productivity and optimizes service delivery in the public sector, offering valuable insights into the mechanisms through which ethics can drive public sector performance improvements.

### **Methodology**

This study employs a qualitative research approach, utilizing insights from secondary sources to explore the impact of ethical behaviour on organizational performance in the public sector. The qualitative methodology is appropriate for gaining in-depth understanding of how ethical behaviour influences productivity and service delivery. The study relies on data gathered from existing academic literature, government reports, and case studies that focus on ethical leadership, stakeholder engagement, and public service motivation in public organisations. Secondary sources were selected through a systematic review of peer-reviewed journals, books, and credible institutional publications. Key themes such as ethical leadership, organizational performance, and service delivery were analyzed using content analysis to identify patterns, trends, and relationships within the existing literature. This approach allows for the synthesis of various theoretical and empirical insights, providing a comprehensive view of how ethical behaviour contributes to public sector performance. The methodology focuses on analyzing how ethical frameworks, leadership practices, and employee motivation, as discussed in secondary sources, influence organizational outcomes. The findings from these sources are interpreted to draw broader conclusions about the role of ethics in optimizing service delivery and improving productivity in public sector organisations.

### **Discussion of Findings**

The findings from the reviewed literature highlight the significant influence of ethical behaviour on both productivity and service delivery in public sector organisations. Ethical behaviour plays a critical role in shaping organizational performance by fostering a work environment that promotes accountability, fairness, and trust. The research underscores that when ethical norms are ingrained in the organizational culture, employees are more motivated to act in the public interest, which enhances productivity and overall performance (Tomescu & Popescu, 2013). Ethical behaviour reduces organizational inefficiencies, minimizes conflicts, and creates a foundation for better decision-making processes, which in turn increases productivity (Chapman, 2003). Public servants, motivated by ethical standards, are more likely to go beyond the minimum requirements of their roles, contributing to higher output and more efficient operations (Perry, 1996).

Ethical leadership emerges as a pivotal factor in optimizing service delivery within the public sector. Leaders who exhibit ethical conduct set the tone for the entire organization, creating an environment where employees feel empowered and supported to make ethical decisions (Brown et al., 2005). This leadership style promotes transparency and accountability, which are essential for effective public service. When leaders model ethical behaviour, it filters down to all levels of the organization, ensuring that employees adhere to ethical standards in their interactions with the public. This has been shown to improve service delivery by reducing corruption, enhancing trust between public institutions and citizens, and ensuring that resources are used more efficiently (Wijesekera & Fernando, 2018).

Moreover, the presence of ethical leadership fosters a culture of continuous improvement, where employees are encouraged to innovate and find better ways to deliver services. Ethical leaders promote a sense of responsibility and integrity among their teams, leading to higher-

quality services that meet the needs of the community (Wijesekera & Fernando, 2018). By prioritizing ethical standards, public sector organisations can avoid the pitfalls of corruption and inefficiency, which are often linked to poor service delivery. This is particularly important in countries where corruption has historically undermined the effectiveness of public services (Mle, 2012). In such contexts, ethical leadership can be transformative, driving improvements in both the quality and reliability of public services.

The findings also point to important implications for policy development in public sector organisations. First, there is a need to institutionalize ethics management frameworks that reinforce ethical conduct across all levels of government (Puiu, 2015). Policies that promote ethical leadership and accountability should be prioritized to create a culture where ethical behaviour is rewarded and unethical practices are swiftly addressed. This would not only improve organizational performance but also restore public trust in government institutions. Furthermore, policies aimed at enhancing transparency, such as the introduction of ethical audits and performance assessments, can provide additional oversight and ensure that public organisations remain accountable to their stakeholders (Gatewood & Carroll, 1991). Additionally, ethical guidelines should be integrated into recruitment and training programs to ensure that employees at all levels understand the importance of ethical behaviour. This aligns with Public Service Motivation (PSM) Theory, which suggests that public servants are inherently motivated by a desire to serve the public good (Perry & Wise, 1990). By reinforcing ethical values during the onboarding process and through continuous professional development, public sector organisations can create a workforce that is committed to ethical conduct and high-quality service delivery.

In all, ethical behaviour is a key driver of productivity and service delivery optimization in public sector organisations. Ethical leadership plays a crucial role in fostering a culture of accountability, transparency, and innovation, which enhances service outcomes. For public sector organisations to fully realize these benefits, there is a pressing need for policy frameworks that promote and institutionalize ethical behaviour at every level of government. This will not only improve organizational performance but also strengthen the relationship between public institutions and the communities they serve.

## **Conclusion**

This study has demonstrated that ethical behaviour is a critical factor in improving organizational performance in the public sector, particularly in terms of productivity and service delivery. Ethical leadership plays a central role in fostering an environment of accountability and transparency, which is essential for building trust both within organisations and with the public. Leaders who model ethical conduct set the standard for the entire organization, resulting in enhanced employee morale, better decision-making, and ultimately, higher levels of productivity. Ethical behaviour also influences service delivery by ensuring that public sector employees are committed to serving the public interest, which leads to more efficient and responsive services.

The findings further suggest that public sector organisations with strong ethical frameworks experience fewer instances of corruption, legal disputes, and inefficiencies, all of which contribute to better overall performance. In creating a culture of integrity, public sector leaders can improve not only internal productivity but also the quality of services provided to citizens. This improvement in service delivery is essential for maintaining public trust, especially in environments where government institutions have historically struggled with issues of corruption and inefficiency.



To promote ethical behaviour and further improve productivity and service delivery, it is recommended that public organisations institutionalize ethics management frameworks, including ethical leadership training, performance assessments, and regular ethical audits. Additionally, fostering a work culture that rewards ethical behaviour and promotes transparency will help mitigate the risk of unethical practices. Through prioritizing ethics in recruitment, training, and policymaking, public sector organisations can build a workforce that is both motivated by public service and committed to maintaining high ethical standards, resulting in sustainable improvements in organizational performance and public trust.

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