

GUIDE TO INTERVIEWING TOP MANAGEMENT

Interviewee:	Date:
Position:	Time:
Interviewer:	Location:

Objective of the interview:

Obtaining information on institutional ethics.

Preparation for the interview:

- It may be necessary to adjust the questions of the Guide to interviewing if so indicated by the results of the planning phase (obtaining preliminary information, application of the guideline to evaluate institutional ethics, development of SWOT analysis in ethical matters, implementation of other instruments, etc.).
 - Interview with the top management may be made during the initial meeting of the study or at a later opportunity.
 - Questions could be provided in advance to respondents, so they have a clear idea of the information that will be required of them...
 - It is recommended that in the face-to-face questions, the interviewee is explained what the interview is about, what information is intended to be collected and what are the regulations relating to ethics in the Costa Rican public administration.
-

1. On the ethical program

- 1.1. What has been your participation in the definition and communication of ethical principles and values that are expected in the institutional and individual management of your staff?
- 1.2. What actions has that hierarchical level undertaken to strengthen the ethical environment of the institution and the commitment of the senior management about it?
- 1.3. What formal mechanisms are in place for the implementation of the ethics program?
- 1.4. What was the process followed for the establishment of the ethics program?
- 1.5. Who has taken the lead in establishing the ethics program?
- 1.6. What does the ethical program contain?
- 1.7. Do you consider that the ethical program has been internalized by all levels of the Organization? Why?
- 1.10. Has that hierarchical level participated in activities of awareness of officials in ethical matters? What has been the participation?
- 1.8. How does that hierarchical level monitor the observance and updating of the ethics program? What action has been taken based on that follow up

1.9. Does your office receive the reports and progress reports on institutional ethics management, from the different managers? What use is given to them?

1.10. Has that hierarchical level participated in awareness-raising activities of officers in ethical matters? What has been the participation?

2. On the ethical environment

2.1 What is your perception in terms of understanding and commitment to ethics at the different levels of the organization?

2.2 In which cases the officers have access to that level, to be able to express their concerns and comments with regard to the institutional ethics? Is it formally established?

2.3 Do you think the verbal statements and actions of individual members of the organization are consistent with the institutional ethical principles and values and serve as a mechanism to reinforce the expected behavior and commitment to ethics? Why?

2.4 What actions has that hierarchical level carried out for prevention (treatment of conflicts of interest) and the management of unethical behavior?

2.5 What is your participation in the management of conflicts of interest and unethical conduct that they have knowledge?

3. On the integration of ethics in governance systems

3.1. What are the institutional most vulnerable and high risk activities, from the point of view of ethics?

3.2. What measures have been taken to manage vulnerability and risk in such activities?

4 Final questions

4.1 What are your expectations regarding the actions of the senior management to strengthen institutional ethics?

4.2 Which actions does that hierarchical level consider that are pending for the effective safeguarding of high ethical standards in institutional management?

4.3 In your opinion, have the actions taken in relation to ethics been effective? Which have the major achievements been? What conditions have hampered said actions?

4.4 What is the main challenge that that hierarchical level has in relation to the strengthening of the institutional ethics?

General comments

--

Made by:	Start date:	End date:
Reviewed by:	Start date:	End date: