

Corporate Social Responsibility and Business Ethics Relations: A Survey in Kirikkale Court of Justice

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ABSTRACT: *Compared with the private sector, public institutions have more cumbersome structure. Structural changes are very important at the state institutions that have intense bureaucracy and cannot be effectively managed. In our country, at the beginning of 2000s public reforms were initiated. This study aims to resolve many problems in public institutions. In particular, issues such as strategic management and performance management began to be considered carefully. As a result of this study, our country has come up with a new understanding of public administration. Concepts such as justice, equality and objectivity have also been effective in putting public business ethics and social responsibility concepts on the agenda. In this study, we have attempted to reveal the effects of the judicial reform strategy in our country. For this purpose, a review has been conducted over the Court of Justice Kirikkale organization unit. In the study, business ethics and social responsibility perceptions of the staff working in various departments were analyzed. Goal is to reveal the importance of these two concepts within service. In interviews and survey performed with 111 staff, relations with variables such as gender, length of service and duty have been analyzed. At the results of the research part of the study; it was revealed that business ethics and social responsibility have a significant impact over the formation of the organizational image.*

Key Words: *Ethics, Moral, Business Ethics, Organizational Responsibility, Social Responsibility, Ethics, Corporate Governance*

Jel Code: *M12, M14, M38*

I. INTRODUCTION

In the business life, business ethics and social responsibility concepts occupy an important place at the relationships in between employees and the environment. In the long term, strengthening of this matter with systematic staff regulations issued by private and public institutions shall have a reinforcing impact on their position in either social or economic processes. In order to create a positive impact over social image as well as on the development of corporate image it is necessary to improve work ethic behavior on both staff and the institution. The concept of social responsibility and business ethics in this respect will have an effect of increasing the level of credibility of the institutions.

1- OVERVIEW OF BUSINESS ETHICS AND SOCIAL RESPONSIBILITY CONCEPT

The concept of social responsibility; is to manage the company's economic activities without harming the interests of the entire community. In other words, social responsibility means to pursue an appropriate strategy of the company with the economic and legal conditions, business ethics, organization and expectations of internal and external groups. Business ethics is the sum of the rules based on the principles of belief about what is right and what is unfair and what's right and wrong behavior on the job. (DEMİR and SONGÜR, 1999:151-160).

Business ethics is closely associated with social responsibility. Because of the effect of the business ethics on socio-economic relation system process it can be said that it shall contribute to the development of social responsibility awareness. Indeed, a social context dominated by business ethics principles shall obliges the companies rather than their own selfish interests centered approach towards a responsible approach that takes into account the interests of all segments of society. In other words, business ethics requires considering other segments of the society rather than profit in spite of everything of the administrations / entrepreneurs. Although the main condition for the survival of the company's vitality is financial gain and success based on financial gain, certain responsibilities towards the society in which it lives and uses the resources should not be ignored (İlhan, 2016:266).

II- RESEARCH METHODOLOGY

2.1- PROBLEMS, PURPOSE AND IMPORTANCE OF THE RESEARCH

Business ethics and the concept of professional ethics are among one of today's most controversial cases. In fact these two concepts are closely related to social responsibility perceptions of employees in public institutions. A study performed in the literature assessed these two concepts in terms of relations between employers and staff. But today increasingly growing importance of corporate clients, the evaluation also revealed that customer perception of corporate activities is an important concern. In this context, the research is to answer the following problems;

- a) What is the level of business ethics and social responsibility related with their institutions of the courthouse employees in Kırıkkale?
- b) Is there a significant difference at the business ethics and social responsibility of the courthouse employees according to the variables such as gender, tasks, total work life and work life at the institution?

The aim of the study is to analyze business ethics and social responsibility fact within public institutions and to show the result of review about the degree of obeying ethical principles at public institutions by a local implementation. For this purpose, evaluation of business ethics and social responsibility of the staff that works in various positions on the institution of the Court of Kırıkkale have been made.

2.2- MAIN SUBJECT AND SAMPLING OF THE RESEARCH

At the Kırıkkale Courtyard, to perform legal services for a total of 279 personnel including 24 judges, 15 prosecutors, 115 the clerk, 41 Director, 32 Bailiff, 17, janitor and 35 other employees are working. 111 staff who are 10 Judges and Prosecutors, 11 Director, 59 the clerk, 17 Bailiff, 9 Administrators that means % 39, 78 of the total staff participated to our research.

The Court of Kırıkkale's corporate profile is as follows; Kırıkkale Courtyard is a public institution that has entered into service in 1996. There are 1 Office of the Prosecutor, 1 High Criminal Court, 1 Magistrates' Court, 5 Criminal Court of First Instance, 2 Civil Court of Peace, 4 Civil Court of First Instance 2 Family Court, 1 Enforcement Court, 4 Enforcement Office, trial rooms for each court and a 100-seater dining hall for the purpose of realization of social services at the Kırıkkale Courtyard.

2.3- RESEARCH METHODS AND ACQUISITION OF DATA

Research is a descriptive study. Data were obtained through a survey. Personal experience and observations are included in the interpretive process by using open-ended questions at the evaluation and analysis of the data. Quintet Likert Scale and Ranges that are used at the study is as follows;

Table-1: Liket Scales

| Weight | Options | Limits |
|--------|-------------------|-----------|
| 1 | Strongly Disagree | 1,00-1,80 |
| 2 | Disagree | 1,81-2,60 |
| 3 | Partially Agree | 2,61-3,40 |
| 4 | Agree | 3,41-4,20 |
| 5 | Strongly Agree | 4,21-5,00 |

2.4- RESEARCH RANGE AND RELIABILITY ANALYSIS

Research could only be achieved by 40% of the staff that works at Kırıkkale Courtyard. An important part of the personnel made a negative approach to participate in the study or in answering some of the questions. The biggest factor here, is the idea that they shall be indicted because they are government official. On the other hand the lack of enough practice of business ethics and social responsibility concept and definition in public institutions leads to the subjective evaluation of the subject. Therefore, the responses reflect the situation that should be, rather than the current situation. Therefore, intensive care has been taken in the evaluation of these factors in the study. Cronbach's alpha value of the study was found to be 0.697. At the surveys conducted in the social sciences the lowest reliability value is accepted as 0.70 therefore the value obtained in this study was considered to be sufficient for the internal consistency of the scale used. In order to demonstrate the significance of the difference between variables Independent Samples T and One Way Anova tests were used. In the evaluation of the data SPSS 13.00 software package is used.

2.5- DEMOGRAPHIC CHARACTERISTICS

Demographics of the staff participating in the study are as follows. As can be seen from the Table, a substantial part of employees are from support services male staff and their time in the organization are in the ratio of 45% in 5 years.

Table-2: Demographic Variables

| Variable | Level | N | % |
|---|----------------|------------|--------------|
| Gender | Female | 28 | 25,2 |
| | Male | 83 | 74,8 |
| | Total | 111 | 100,0 |
| Duty | Judge | / | 9,0 |
| | prosecutor | | |
| | Manager | 13 | 11,7 |
| | Clerk | 59 | 53,2 |
| | Bailiff | 16 | 14,4 |
| | Servant | 4 | 3,6 |
| | Others | 9 | 8,1 |
| | Total | 111 | 100,0 |
| Total Service Time | Total | 22 | 19,8 |
| | 6-10 Year | 24 | 21,6 |
| | 11-15 Year | 16 | 14,4 |
| | 16-20 Year | 23 | 20,7 |
| | 21 Year and Up | 26 | 23,4 |
| | Total | 111 | 100,0 |
| Working Time in the organization | 0-5 Year | 50 | 45,0 |
| | 6-10 Year | 22 | 19,8 |
| | 11-15 Year | 20 | 18,0 |
| | 16-20 Year | 8 | 7,2 |
| | 21 Year and Up | 11 | 9,9 |
| | Total | 111 | 100,0 |

2.6- RESEARCH FINDINGS

2.6.1- ASSESSMENT OF BUSINESS ETHICS IN THE WORKPLACE AND SOCIAL RESPONSIBILITY OF THE JUDICIARY STAFF

Table-3: Personnel Assessment

| | | N | Ort | SS |
|----------------|---|-----|--------------|--------------|
| 1 | Kirikkale Courtyard creates Positive Relationship Between Staff | 111 | 2,991 | 1,022 |
| 2 | At the courthouse, the behaviors that are contradictory to the Business Ethics have Adverse Effects on the citizens. | 111 | 3,414 | 1,304 |
| 3 | Duties at the courthouse are in executed honestly and in time | 111 | 3,649 | 0,921 |
| 4 | During the Recruitment Process Ethics such as Integrity and Impartiality are taken into account | 111 | 2,955 | 1,171 |
| 5 | There are no profit from authority, discrimination between employees, and superiority of interests | 111 | 2,739 | 1,204 |
| 6 | Determining the ethical values will at least limits the crisis may be experienced | 111 | 3,874 | 1,010 |
| 7 | Accurate Information should be submitted to the citizens. | 111 | 4,351 | 0,770 |
| 8 | Premiums must be paid to the Judicial Personnel according to Business Density | 111 | 4,568 | 0,782 |
| 9 | Safe and Healthy Work Environment should be given to the Judicial Personnel | 111 | 4,405 | 1,099 |
| 10 | Kirikkale Courthouse should supports all the projects that are subjected to Business Ethics and Social Responsibility | 111 | 4,036 | 1,044 |
| AVERAGE | | | 3,698 | 1,033 |

Average value of $x = 3.698$ is located in the interval at the Likert scale "Agree". This result shows that business ethics and social responsibility are sufficiently developed in terms of staff. The data obtained shows that it is important to create positive relationships as well as fairness and justice in recruitment of employees ($x = 2.955$). Therefore, recruitment is carried out in accordance with these principles. In terms of supplying this environment, corporate behavior such as creation of positive relationships between employees and not to allow personal interests are quite important ($x = 2.739$). At the personnel management the values not to create conflicts between individuals or at least minimizing possible problems are taken in to account ($x = 2.991$). All adverse events that may occur on the staff affects citizens directly ($x = 3.414$). The activities that are not carried out within the framework of ethical principles will undermine confidence in the justice ($x = 3.874$). Therefore all legal activities are based on fulfilling all the duties of the staff on time ($x = 3.649$). Giving support to projects that are related with improving jurisdictional activities has gained significant support by the judicial staff ($x = 4.036$). In this way accurate and reliable information that citizens needed will be given ($x = 4.351$). To do so giving staff incentives with regarding transactions made ($x = 4.568$) and he preparation of safe and healthy working environment ($x=4,405$) will play an important role.

2.6.2- THE ASSESSMENT OF THE BUSINESS ETHICS AND SOCIAL RESPONSIBILITY RESULTS OF EMPLOYEES OF THE JUDICIARY ACCORDING TO DEMOGRAPHIC CHARACTERISTICS

According to the T test and ANOVA test results no significant differences were observed ($p < 0, 05$ following results were obtained) when business ethics and social responsibility in institutions of court employees compared with regard to demographic characteristics.

Table-4: Assessment by Gender

| | Gender | N | Ort | SS | P |
|---------|--------|----|-------|-------|-------|
| Item-1 | Female | 28 | 2,536 | 0,999 | 0,006 |
| | Male | 83 | 3,145 | 0,989 | |
| Item-2 | Female | 28 | 3,357 | 1,339 | 0,789 |
| | Male | 83 | 3,434 | 1,299 | |
| Item-3 | Female | 28 | 3,536 | 0,793 | 0,456 |
| | Male | 83 | 3,687 | 0,962 | |
| Item-4 | Female | 28 | 3,036 | 1,261 | 0,675 |
| | Male | 83 | 2,28 | 1,145 | |
| Item-5 | Female | 28 | 2,643 | 1,193 | 0,628 |
| | Male | 83 | 2,771 | 1,213 | |
| Item-6 | Female | 28 | 4,000 | 0,981 | 0,447 |
| | Male | 83 | 3,831 | 1,022 | |
| Item-7 | Female | 28 | 4,500 | 0,638 | 0,239 |
| | Male | 83 | 4,301 | 0,808 | |
| Item-8 | Female | 28 | 4,679 | 0,819 | 0,387 |
| | Male | 83 | 4,530 | 0,770 | |
| Item-9 | Female | 28 | 4,679 | 0,819 | 0,129 |
| | Male | 83 | 4,313 | 1,168 | |
| Item-10 | Female | 28 | 4,250 | 1,076 | 0,211 |
| | Male | 83 | 3,964 | 1,029 | |

At the assessment made according to gender has been determined that there is a significant difference in only Article 1. For the proposal "Kırıkkale Courtyard creates Positive Relationship Between Staff" women workers gave the answer ($x = 2,536$) "Disagree" and male employees gave the answer ($x = 3.145$), "Partially Agree".

2.6.3- BUSINESS ETHICS AND SOCIAL RESPONSIBILITY ACCORDING TO THE TASK OF EMPLOYEES

When we consider business ethics and social responsibility on the institutions of the courthouse employees according to their duty significant differences was detected between the groups for the statements in the first and sixth substance ($p < 0.05$ level following results were obtained).

Tablo-5: Evaluation by Staff Duties

| | One-way ANOVA test | | | |
|---------|--------------------|--------------|-------|-------|
| | Sum of Squares | Squares Avg. | F | P |
| Item-1 | 16,238 | 3,248 | 3,453 | 0,006 |
| Item-2 | 17,709 | 3,542 | 2,198 | 0,060 |
| Item-3 | 1,941 | 0,388 | 0,446 | 0,815 |
| Item-4 | 17,920 | 3,584 | 2,832 | 0,059 |
| Item-5 | 9,151 | 1,830 | 1,279 | 0,279 |
| Item-6 | 17,329 | 3,466 | 3,834 | 0,003 |
| Item-7 | 3,561 | 0,712 | 1,211 | 0,309 |
| Item-8 | 5,385 | 1,077 | 1,828 | 0,114 |
| Item-9 | 9,192 | 1,838 | 1,562 | 0,177 |
| Item-10 | 3,118 | 0,624 | 0,561 | 0,730 |

Cross assessment of the first and sixth item are as follows ($p < 0,05$ following results were obtained). It will be seen that there is a difference between perceptions between the managers and clerks when first item assessed. As for the sixth item there are differences between clerks and prosecutors. Therefore, it can be said that there are no significant difference according to duty except determination of corporate ethics and positive impact on the institutional relationships.

Tablo-6: Assessment by Staff Duties (Anova)

| Independent Variables | Duty (I) | Duty (J) | Difference Between Averages | P |
|-----------------------|----------|-------------|-----------------------------|-------|
| Item-1 | Manager | judge | 0,015 | 1,000 |
| | | /prosecutor | | |
| | | Clerk | 0,954 | 0,021 |
| | | Bailiff | 0,490 | 0,754 |
| | | Servant | 0,365 | 0,986 |
| Item-6 | Bailiff | Others | 0,393 | 0,937 |
| | | judge | -1,400 | 0,005 |
| | | /prosecutor | | |
| | | Clerk | -0,692 | 0,378 |
| | | Bailiff | -1,051 | 0,002 |
| | | Servant | -1,000 | 0,419 |
| | | Others | -0,889 | 0,227 |

2.6.4- ASSESSMENT OF BUSINESS ETHICS AND SOCIAL RESPONSIBILITY OF THE COURTHOUSE EMPLOYEES BY TOTAL SERVICE TIME

When we consider business ethics and social responsibility on the institutions of the courthouse employees according to their total length of service it was observed that there are significant differences for the first and eight items ($p < 0.05$ level following results were obtained).

Table-7: Assessment by Service Time

| | One-way ANOVA test | | | |
|---------|--------------------|--------------|-------|-------|
| | Sum of Squares | Squares Avg. | F | P |
| Item-1 | 12,320 | 3,080 | 3,180 | 0,016 |
| Item-2 | 5,073 | 1,268 | 0,739 | 0,567 |
| Item-3 | 1,462 | 0,365 | 0,422 | 0,793 |
| Item-4 | 2,258 | 0,565 | 0,403 | 0,806 |
| Item-5 | 7,612 | 1,903 | 1,329 | 0,264 |
| Item-6 | 5,812 | 1,453 | 1,447 | 0,224 |
| Item-7 | 1,608 | 0,402 | 0,669 | 0,615 |
| Item-8 | 6,361 | 1,590 | 2,769 | 0,031 |
| Item-9 | 5,373 | 1,343 | 1,118 | 0,352 |
| Item-10 | 1,405 | 0,351 | 0,314 | 0,868 |

For the first proposal a significant difference was observed between the personnel that have over 21 year service time and the personnel that have 0-5 year and 6-10 year service time. For this item it is observed that business

ethics and social responsibility perceptions of 21 Year and over personnel is higher than the 0-5 years of service time and 6-10 years of service time personnel. For the eight proposal a significant difference was observed between the personnel that have 6-10 year service time and 16-20 year service time. For this item it is observed that business ethics and social responsibility perceptions of the personnel that have 6-10 year service time significantly higher than the personnel that have 16-20 year service time.

Table-8: Assessment by Service Time (ANOVA)

| Independent Variables | Total Service Time (I) | Total Service Time (J) | Difference Between Averages | P |
|-----------------------|------------------------|------------------------|-----------------------------|-------|
| Item-1 | 21 years and over | 0-5 Year | 0,909 | 0,06 |
| | | 6-10 Year | 0,792 | 0,042 |
| | | 11-15 Year | 0,438 | 0,630 |
| | | 16-20 Year | 0,457 | 0,488 |
| Item-8 | 6-10 Years | 0-5 Year | 0,189 | 0,915 |
| | | 6-10 Year | 0,542 | 0,182 |
| | | 11-15 Year | 0,656 | 0,030 |
| | | 16-20 Year | 0,417 | 0,302 |

III- CONCLUSION AND GENERAL ASSESSMENT

To have business ethics and social responsibility or not is a result of trait and cultural heritage of human nature. Many of the problems posed by living together caused the expansion and diversification of moral issues. Therefore these increasing moral issues made necessary to the introduction of certain social arrangements in this regard. Education is the most important factor in social arrangements. The training of personnel is required for gaining and development of moral principles and concept of responsibility and the importance of it and added value of these two factors. The effectiveness and efficiency is always high at the institutions that have morally advanced and aware of its social responsibility personnel. In such work place there is harmony depending on the discipline. The level of conflict in relationships is very small and relationships based on trust and loyalty between staff and administrators are maximized. As a reflection of these two factors the relationship depends on trust shall be developed at all external environmental factors that are in relation with institutions.

In our study of business ethics and social responsibility a public institution Kırıkkale Courtyard staff has been studied. In the survey although no institutional problem has discovered a trend towards the promotion of all the projects for the development of relations with citizens and professional integration has been observed. Although it is not seen a close relationship between business ethics and social responsibility by demographic factors since there are more male staff some results differs. For example as the authority and service time increases male staff approach to the concept of responsibility and ethics more positively with respect to the female staff. Similarly at the age and gender factors male staff perception for said two concepts are more positive with respect to the female staff. Because there are too much clerks at the courtyard there were problems for assessment of the staff according to their duties.

In our study it was observed that unethical behaviors may cause the court image loss and reliability will be adversely effected so it is required to fulfill the legal obligations honestly and on time. As a result business ethics and corporate social responsibility of the courthouse employees of Kırıkkale is on the middle level and business ethics and social responsibility perception of the employee changes by demographic variables.

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