

What do the Civil Servants think?

"A civil Servant is always held back by the emotional factors and the following question: - Is it worth to start a dispute?"

"There is a "Whistleblowing Protection Mechanism" aim of which is supposed to be protection and insurance of the employer from unfair, arbitrary decisions. The above-mentioned mechanism, unfortunately, does not work and has certain gaps;"

"The challenge associated with all stages of dispute resolution is the bullying caused by spreading the information of the dispute to the employees;"

"When going to the Audit, or General Inspection, our aim is to receive competent guidance and to ensure the in-depth analysis of the matter;"

*"Ideally, our goal is to solve the problem **without the trial and with the minimum number of people involved;**"*

*"It is important to inform civil servants, to ensure that they have **information on their rights** at each stage of the process;"*

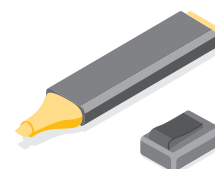
"We need to know who is our addressee and what rights do we have. A brochure could be made which would suggest a comprehensive list of possible cases, rights and obligations;"

*"It would be good to have **a mechanism for confidential consultation**, so-called "Confidential Council". The above-mentioned mechanism may exist within the department, which the employee may go to, with the guarantee that the information about a specific case will remain confidential. Hence, the Civil Servant will be able to receive competent advice, information, emotional support, etc."*

*"In the desired scenario, the dispute is quickly **resolved within the office** or within the department;"*

*"We know about legislative acts. However, we need **more in-depth information**, an action plan;"*

*"Involvement of the **independent and neutral mediator** would be a solution."*



Methodology:

The procedural description of dispute settlement in the public service was carried out using the "User Journey" method. The above-mentioned method implied the gradual review of the following process from the civil servant's perspective, from the origin of the disputes to a detailed analysis of the identified stages. Each phase analysis was carried out according to the following criteria:

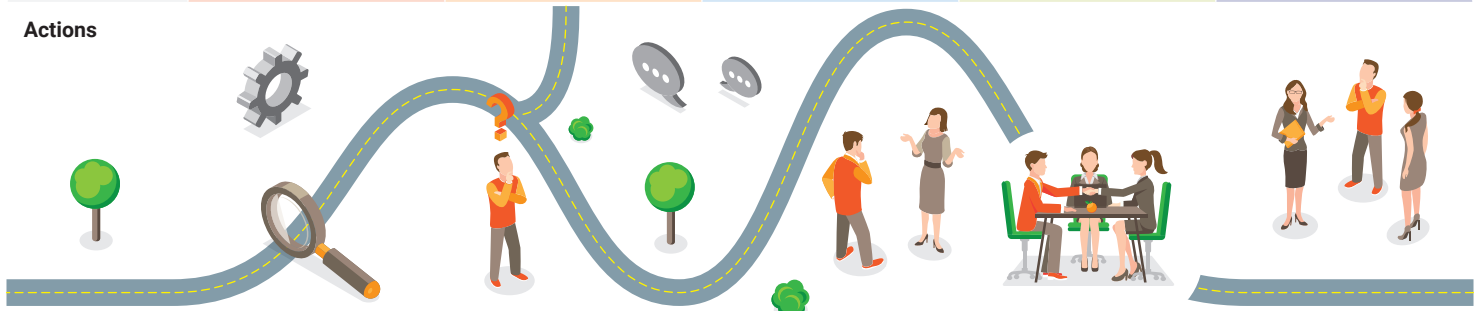
- Goal - "What is the goal of the civil servant at this stage?"
- Existing information - "What information does the civil servant have?"
- Action - "What are the actions performed by the civil servant?"
- Challenges - "What challenges does the Civil Servant face?"
- Needs - "What are the needs of the Civil Servant at this stage?"
- Emotion / Attitude - "What emotions does the Civil Servant experience at this stage?"

Dispute resolution map in the Public Service - from public servant's perspective

“What is the desired process of resolving disputes like?”

STAGES	Dispute analysis	Search for ways to solve dispute	Direct to (Direct / superior) head	Mediation	Direct to Internal Audit Unit
Objectives	Understand the essence of the dispute	Determine the possibilities for resolution and make certain choices	Receive recommendations and timely dispute resolution	<ul style="list-style-type: none"> Timely dispute resolution Localization of the dispute 	<ul style="list-style-type: none"> Dispute settlement at internal level;
Existing information	Actual circumstances of the dispute	<ul style="list-style-type: none"> Legal Acts Practice Experience of employees 	<ul style="list-style-type: none"> Results of the consultation Legal Acts 	<ul style="list-style-type: none"> Results of the consultation Legal Acts Manager's position 	<ul style="list-style-type: none"> Results of the Mediation Legal acts Practice

Actions



- Analyzing
- Observation
- Dialogue

- Consultation
- Sharing the experience

- Formation of arguments
- Interview with the manager

- Participation
- Mediation

- Formation of arguments
- Addressing it formally (statement/official letter)
- Providing information to the supervisor
- Consultation

EMOTION	<ul style="list-style-type: none"> Hope Discomfort 	<ul style="list-style-type: none"> Motivation Hope 	<ul style="list-style-type: none"> Hope 	<ul style="list-style-type: none"> Hope Self-confidence 	<ul style="list-style-type: none"> Hope Feeling of justness
Hope					

Assessment of the existing information:

Legislation
(internal regulations, legal acts)

Practice



CLEAR ACCESSIBLE



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