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蒙古公務人員不當廉政倫理行為之研究－

以蒙古邊境安全及入境審查局官員為例

Mongolian Civil Servants' Ethical Misconduct:

A Case Study of the Mongolian Border Port Security and Passport

Control Authority Officers

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摘要

國家公務員理應恪遵政府法令，切實執行職務，不營私舞弊，不收受賄賂，然而蒙古目前並未針對公務員應遵循相關道德準則制定明確的規範，以致許多個案之衡量往往委之於公務員個人良心之自我判斷，而國家整體的廉政狀況也因此呈現較為不透明的情況。本研究首先介紹蒙古有關廉政倫理概念之發展過程與主要內容，其次探討導致蒙古公務人員對於不當廉政倫理行為的認知，再次則針對蒙古邊境安全局以及入境審查局的工作人員進行廉政倫理行為之問卷調查，最後依據調查結果，剖析蒙古公務人員不當廉政倫理行為之成因。

關鍵詞：道德準則、不當廉政行為、國家公務員、蒙古邊境安全局、入境審查局

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ABSTRACT

There is limited research on the effect of ethics in Mongolia on the improvement and effectiveness of state specialized service and civil servants. At the same time, the institutional framework of public service ethics, or its legal and ethical acts, has not been developed yet, and further development of ethical researches are in process.

This thesis investigates how the interpersonal relationships will influence on individual personal behaviors, it is necessary to conduct research on the importance of reducing any ethical and ethical incidents during the implementation of the BPS and PCA-s' officers.

The influence of interpersonal relationships on public servants has a greater impact on violation of ethical standards. The main purpose of this study is to "analysis and explain the interpersonal relationships factors that will have influence on the ethics of the BPO, especially the Passport controlling officers of the BPS and PCA, to study ethical norms".

And this thesis focuses to interpersonal relationships factor. In addition, a questionnaire has been developed based on the studies' objective of conducting reports and books on the concepts and attitudes of public service ethics and the Code of Behavior of the Mongolian Border Protection Organization.

The research was carried out involving BPS and PCA staff of the Mongolian BPO. The questionnaire has been used and applied the Buyant Ukhoo airport, the Zamyn-Uud railway checkpoint and the Gashuunsukhait road port. These ports are fully representative of the other ports, like structures, staffs and activity.

The findings of this thesis have shown that the interpersonal relationships has a high impact on state specialized servants in terms of maintaining their ethical standards while working.

Keywords: Border Protection Organization, Security Border Port and Passport Controlling Authority, State Specialized Servant, Code of Ethics, Ethical misconduct

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CHAPTER ONE INTRODUCTION

1.1. Research Background and Motives

At present, the role of social relations in the society is growing. In the legal theory of some countries in the world, legal and regulatory developments are aimed at coordinating social relations in a single law and co-ordinating ethical norms.

In Mongolia, Ethical roles are crucial for successful and effective implementation of public servants. In this regard, there is no law to regulate all the relations required by the Mongolian public service, so many issues can be resolved in real life and practice by civil servants on ethical standards. On the other hand, there is limited research on the effect of ethics in Mongolia on the improvement and effectiveness of state specialize service and civil servants. Also in observation there have a few ethical misconducts on civil service. At the same time, the institutional framework of public service ethics, or its legal and ethical acts, has not been developed yet, and further development of ethical researchs are in process.

Historical traditions show that Mongolians have been particularly concerned about the ethics of civil service. However, the ethics of textbooks and textbooks that were published before the 1990s only proclaimed the components of Marxism and Leninism as their theoretical and fundamental grounds (Gombosuren.Ts, 2008). Since the 1990s, the single doctrine was concerning personal issues and, in the whole; there was a plurality of ethnographic studies and literature.

The developed countries in the world have established ethical issues in the field of professional and information research. In Mongolia, we are committed to developing policies and implementing a policy on improving the ethical standards of our employees and bringing them to the world standard. Within this framework, the Code of Ethics for Public Officers was approved by the Government Resolution 288 of 2010. According to this rule, organizations with more than 10 full-time civil servants have established their own ethical committee.

Under this regulation, the Mongolian Border Protection Organization/BPO/ has ratified the Code of Behavior of BPO on 27th of June, 2012. In this Statute, the BPO shall fulfill the objectives of the border protection and its obligations under the law, to fulfill its obligations and to create conditions, to honor the duties and to obey the laws and regulations of Mongolia in compliance with its obligations under the law, strictly enforce basic principles such as ensuring fairness, independence from the border guarding staff, ensuring security of borders, and BPO the ethics rules are adopted to prevent potential disciplinary and conflict of interest and interests.

The aim of the Border Port Security and Passport Control Authority of the BPO is to ensure the inviolability of the national borders, inspecting the passenger transportation on the national

frontier, and expecting the staff to be reliable, impartial, politically neutral, and free from conflict of interest and retain public and private privacy. The officers of the Passport controlling service is the nature of the Border Port Security and Passport Control Authority, where the border checkpoint service should operates without interference, subject to law and strictly adheres to the moral standards of state specialized service, and provides citizens with a fast, legal service and integrity.

The Border Port Security and Passport Control Authority exercises full control over the citizens, cargo and transports through the state borders, restricts persons who prohibit the entry into the national frontier by the information provided by the competent authorities and enforces orderly enforcement at the border crossing point and is obliged to do so in a fair, impartial and impartial manner. There is a wide range of interpersonal relationship factors that will influence the ethics, in the context of the laws and within the boundaries of the law. For example, passengers are affected by various factors related to institutions, laws, rules and regulations, people and the state and society. Factors related to these factors that they influence the ethical standards of their colleagues, friends, administrators, and ultimately risk to ethical misconduct. Passport controlling officers are sometimes subjected to various interpersonal relationship pressures while maintaining ethical standards. This may lead to an unfair and unhealthy impact on the staff, which may lead to political interference and conflicts of interest. If Passport controlling officers are a violation of ethical conduct is committed, it can cause a lot of damage to the National security policy and inviolability of the Mongolian border. In this context, it is important to study interpersonal relationship influence that may affect the ethical conduct of an employee in the sense of the theoretical and practical aspects. So this survey will take into account the safety of border ports of Mongolia and the ethical standards of state specialized servants in the Border Port Security and Passport Control Authority

This topic will investigate how the interpersonal relationships influence especially individual personal impact influence, it necessary to conduct research on the importance of reducing any ethical and ethical incidents during the implementation of the Border Port Security and Passport Control Authority and Passport Controlling officers.

According to the Mongolian Law, the State Service is classified as follows:

6.1.1 Political office of public;

6.1.2 Public administration office;

6.1.3 **State Specialized service**;

6.1.4 Public service unit (Mongolian Law on Public Service., 2017).

The categories of state specialized service belong to many sectors, including judges, prosecutors, police, defense, emergency and border troops. There are many interpersonal

relationship factors that will influence the State specialized service officers to follow the code of ethics.

According to the Law on Mongolian Border "The state frontier shall be transported through the territory of Mongolia through passage of land, water, and air passengers, transportation, goods, livestock, animals, plants and their raw materials in accordance with legislation and border international agreement of Mongolia (Mongolian Border Law, 2016).

"On border checkpoint works Mongolian BPO, Custom, and Quarantine inspection branches are for inspection of passengers, vehicles, goods, animals, plants, and their raw materials and product. Mongolian Immigration agency for to resolve the foreign passenger's visa issue" (Law on Mongolian border, 2016).

Border Port Security and Passport Control Authority branch is responsible for making stamps on the passport, border crossing documents and crossing the border, to register passengers and vehicles crossing the national frontier and collect database which passengers and vehicles crossing the border.

1.2. Research Purpose, Objectives and Research Questions of the Study

Purpose:

The main purpose of the research is to analysis and explain the interpersonal relationships factors that will have influence on the ethics of the BPO, especially the Passport controlling officers of the Border Port Security and Passport Control Authority, to study ethical norms.

Objectives:

1. To provide a background understanding on ethics of state specialized service based on modern and traditional ethical trends and theories and to evaluate the law, other legal acts, codes of conduct that constitute ethical norms for borderguards and their enforcement.
2. To analyze the interpersonal relationship factors that will influence on the state specialized services officers' ethics by conducting questionnaire surveys.
3. To find out whether and how individual personal influence will affecting ethics on the BPO's officers, especially the Passport controlling officers when complying with ethical standards.

Research questions

Based on the main issues and research objectives, the following two questions are centered to the study. There are:

1. Is there any ethical misconduct caused by interpersonal relationship factors? And if so what are those?
2. What kind of interpersonal relationships factors that will influences to Passport control officers from individual relationship, when passport checking officers are fulfilling their duties?

1.3. Research Methods

Approach:

This study will investigate on the ethics of state specialized service based on modern and traditional ethical trends and theories and evaluate the current law, other legal acts, codes of conduct that constitute ethical norms for border troops and their enforcement.

Survey methods:

The study will collect necessary data and information using three research method comparative researches, a questionnaire and observation methods to determine the interpersonal relationships influences that will affect the ethical standards of state specialized service. Based on the information collected will make process by analyzing, summarizing, and comparing research methods.

Study the code of ethics, requirements and ethics related to the Mongolian government specialists and study current situation, questionnaire from passport controlling officers of selected border ports and collect relevant data and information on the effectiveness of interpersonal relationship influences that take place in the conduct of ethical standards of state specialized servants. And will make observation when passport controlling officers are fulfill their duties is there any establishing interpersonal relationships influences that violate ethical standards.

Collecting the data needed to study the ethical issues of State specialized service may be challenging and difficult. Therefore, it will focus to collect data in a survey by means of questionnaire. And will analyze in the ethical misconducts an infringement's survey of the Border Port Security and Passport Control Authority.

1.4. Hypothesis

To define the interpersonal relationships factors that will influence to lead ethical misconduct to the BPO officers, especially the Passport controlling officers on the Border Checkpoint, and how to identify ways to prevent of them. And topic will investigate what kind of

the interpersonal relationship factors, especially from individual personal relationships' influence, it necessary to conduct research on the importance of reducing any ethical misconduct and ethical incidents during the implementation of the Border Checkpoint Office and Passport Controlling officers. There is pressure from state specialized servants to interfere with the evils of the interpersonal relationship factor that will influence in keeping ethical standards.

Individual personal influence has a greater influence on violation of ethical standards. Especially; commanders, colleagues, border inspection officers (customs, quarantine and immigration officers etc.), friends, relatives influence than other influences.

In this master thesis, these assumptions are confirmed or rejected, thereby directing the research work to making recommendations to help civil servants to follow the code of ethics.

1.5. Research Design and Limitation

There are many interpersonal relationship factors that influence on the keeping the code of ethics for state specialized servants. For example, a broad range of factors, such as economic, political, social, and individual personal. However, in this survey, the state specialized officers and staff of the border checking agency are involved in various interactions with different people and often try to influence them. One of the key elements of interpersonal relationship factor in the civil service is to examine the impacts of specific people, such as co-workers, employees of other border controlling organizations, staff members, classmates, friends, relatives, acquaintances, etc. for restrictions.

The main subjects of the thesis are to select the Buyant-Ukhaa airport, Zamiin Uud railway checkpoint, Gashuunsukhait road border checkpoint, which are the biggest three border checkpoints of the Mongolia. These border ports are the most heavily loaded ports in Mongolia, which are most passengers pass through and the scope of activities is relatively broad.

Because passport controlling officers are often communicate with people and individuals in their daily duties. So they are might be more susceptible to ethical misconduct. A survey of randomly selected sample surveys will be undertaken from these ports. The dependent variable is determined as follows:

The dependent variable of the study is ethical norms set forth in the Code

An independent variable is interpersonal relationship influence such as specific groups of people.

In other hand the ethical norms of the BPO is related to keeping the code of ethics interpersonal relationship influences, that from observation in this regard mostly influences from

co-workers, employees of border controlling organizations, staff members, classmates, friends, relatives, acquaintances, etc.

“Border Protection Organization” – The State administrative body, its affiliated border troops units and branches responsible for organizing and managing the national frontiers of Mongolia (Mongolian Border Law, 2016);

“Border Checkpoint” – A border control body is located in a specially designated place for inspection of passengers, vehicles, goods, livestock, animals, plants and their commodities through the Mongolian border (Mongolian Border Law, 2016);

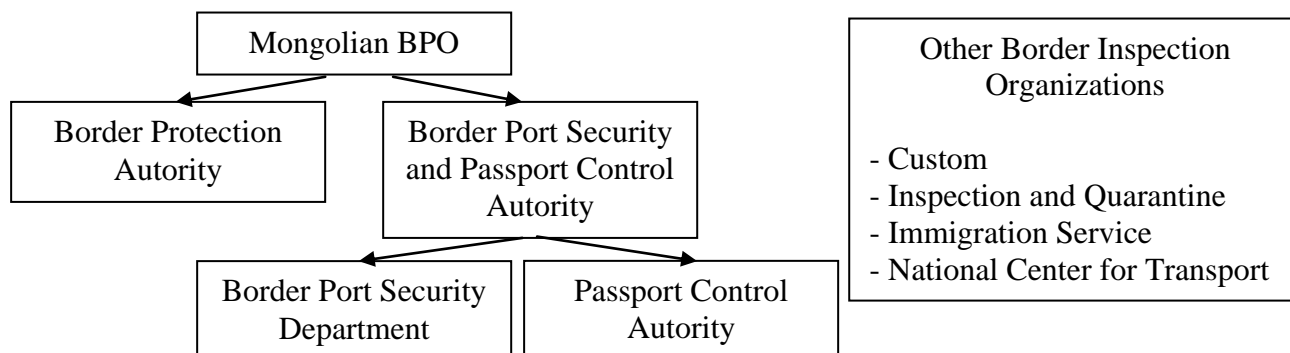
“International checkpoint”, “Permanent checkpoint”, “Two sides checkpoint” – Types of the Checkpoint services of the Mongolian;

“Passport controlling service” – A branch of the Border Protection Organization, and it works at the border checkpoint, it’s when passengers and vehicles pass through National Border its make a passport control and register services branch (Mongolian Border Law, 2016)

“Passenger” – a citizen of Mongolia, a foreign citizen and a stateless person who has a right to enter the border with a border point (Mongolian Border Law, 2016)

“Transport” – all types of aircraft, floating tools, trains, automobiles, motorcycles, self-propelled expressways crossing the border (Mongolian Border Law, 2016)

Explanatory scheme: Structure and Affiliation of Border Control Organizations (overview)



As with other studies, this study has some limitations. First, employees rated all variables except for commander's orders, which may raise some concerns about common method bias. However, this practice of data collection is widely used in research on the law enforcement officers, because collecting data from multiple sources on this sensitive topic is challenging. Also tried to alleviate the common method bias concern with some procedural preventions, including reduce the pressure from commander to rate employee.

Second, this study focused only on passport controlling officers and BPO. In addition, omitting interpersonal relationship influence variables in antecedents from individuals limits a comprehensive understanding of professional ethics. In my opinion in the future research needs to include other influences benefits and various personal-related influences (e.g., financial, political etc...).

1.6. Literature Review

The first attempts to systematize ethics were Plato (427-347) deductive method. He has divided the world into two parts: the appearance of the sight and the eternal perspective of the eternal perspective. And he classified ethics into two parts: individual ethics, politics, and social ethics. His theory of politics was too abstruse political theory. "The main purpose of the State is to strengthen the beauty and justice of conscience, so that everyone should only work in harmony with the nature"

Ethics was first separated from philosophy of Aristotle (BC 384-322) and named as ethics. Ethics can help everyone realize the meaning of life, and it is important to educate ethical people and to be considered as a less important political science. On the one hand, citizens can restrict their interests to the public; on the other hand, the state should help the prosperity of its citizens. Ethics are not natural, so moral instruction is important.

Deontology(Oxford, 2019).The derivation of the Greek word "*Deon*" - "to do according to the duty", and the main idea is that the action taken by a person is imperative to others. Major

dignitaries are *Sir William David Ross* (1887-1971) and *E.C.Ewing*. In their view, "The right or wrong of a business is not dependent on its motivation or effect; it depends only on the nature of the work. If a promise is made to the government, it is not just the consequences of human interest and fulfillment, but only in the 'duty' forces.

Consequential ethics (from the Latin *Consequentia* - following, sequence, series) - the moral theory, according to which the value of a behavior, an act is wholly or predominantly determined by the value of its immediate or long-term results (Кузнецова, 2007). The man who developed this theory was Prof. *John Bordley Rawls* (1921-2002). His main point is that "The principle of integrity provides for the balance of society".

The renowned philosopher Aristotle (384-322 BC) observed that the characteristic features of the human characters, and used that word *ethos*, it was established which is ethical science or *ethos* scene. The Greek and Roman philosophers M. Tsitseron (106-43 BC) used the term "ethalis" in by the Latin word "moralis", it by which is two different words in one meaning (Tungalag, Ethics Manual, 2002) /in the Latin word "ethica" has become the term "morality"/.

Ethics is also a philosophical component of the various societies that are spontaneously voluntary in order to adjust their behavior and interdependence in ethical systems of society (Gombosuren.Ts, 2008).

According to research Howard Whitton: The Code of Ethics is best regarded as a general statement of 'core values' which define the professional role of the civil service. In general, modern civil service Codes of Ethics set out broad high-level principles such as Integrity, Accountability, Responsibility, Trustworthiness, etc., but gives little attention to how these principles are to be applied in specific circumstances.

By contrast, Codes of Conduct usually set out specific standards of conduct expected in a range of realistic circumstances, representing a particular organisation's preferred or required interpretation of the core values or principles which are seen as important to its work. (Hence the title - Code of Conduct.)

In most western civil service 'Codes of Ethics', (especially those developed over the period 1965-1990), there is a mixture of the two elements. The earlier the Code, the more likely it is to deal with 'ethics' in a general way, and ignore specific conduct or relationships. From about 1980 on, most Codes of Ethics include at least some of the more important (to the organization) specific conduct standards and prohibitions, and a good deal of procedural detail as well.

From about 1990 onwards, the distinction between Codes of Ethics and Codes of Conduct began to be made more clearly. This was necessary for two main reasons:

Employers began to find that disciplinary action based on an alleged breach of the general principles set out in a non-specific Code of Ethics was easily defeated;

The new generation of civil servants born after the 1960's could not be assumed to share the same 'core values' of their predecessors, or alternatively, the civil service of the 1980's was very different from that of the 1970's, and was changing rapidly, so that 'core values' became harder to assert with any certainty.

And in the report "*Civil service ethics*"¹ A study of the grounds of civil service ethics, its present state and areas of development of the Working group memoranda of the ministry of finance in the Helsinki:

Ethics is usually perceived through contrasts of good and bad or right and wrong. **Ethics** means the rules and principles regulating the behaviour of individuals. With the help of rules and principles we can find a good, the right or the best action depending on which of the several different schools of ethics the individual bases his actions. (Airaksinen, 1987)¹ Ethically justified action requires that the individual has the ability to consider different alternatives and to place himself in the position of the other person (empathy).

Moral philosophy usually makes a distinction between descriptive ethics, normative ethics and metaethics. Descriptive ethics means the description of ethical ideas without presenting an opinion on their rightness. An example of this is the statement that in the opinion of civil servants it is wrong to take a bribe. Normative ethics, or morals, presents guidelines and rules, which requires commitment to a certain ethical system. An example of this is the statement taking a bribe is wrong because it weakens the confidence of citizens in the impartiality of administration. Metaethics on the other hand examines the meaning of the concepts of ethics (e.g. what the term right means).

Most modern Civil Service Ethics laws, and Codes of Ethics for civil servants and public officials, endorse the following minimum set of principles (Whitten, 2001):

- *Serving the Public Interest*

Civil servants and public officials are expected to maintain and strengthen the public's trust and confidence in government, by demonstrating the highest standards of professional competence, efficiency and effectiveness, upholding the Constitution and the laws, and seeking to advance the public good at all times.

¹The main branches of modern moral philosophy are consequentialism, which emphasises values, and deontology, which emphasises rights and obligations

- *Transparency*

Civil servants and public officials are expected to use powers and resources for public good, under government policy. They should be accountable for the decisions they make, and prepared to justify their actions.

- *Integrity*

Civil servants and public officials are expected to make decisions and act solely in the public interest, without consideration of their private interests. Public employment being a public trust, the improper use of a public service position for private advantage is regarded as a serious breach of duty.

- *Legitimacy*

Civil servants and public officials are required to administer the laws, and to exercise administrative power on behalf of the Government, or the Parliament, or other such authority. That power and authority should be exercised legitimately, impartially and without fear or favour, for its proper public purpose as determined by the Parliament or their employer.

- *Fairness*

Civil servants and public officials should make decisions and act in a fair and equitable manner, without bias or prejudice, taking into account only the merits of the matter, and respecting the rights of affected citizens.

- *Responsiveness*

As agents and employees of the elected Government, Civil servants and public officials are required to serve the legitimate interests and needs of the Government, other civil servants, and all citizens, in a timely manner, with care, respect and courtesy.

- *Efficiency and Effectiveness*

Civil servants and public officials are required to obtain best value for public assets deployed in or through public management, and to avoid waste and extravagance in expenditure and the use of public assets.

Among the studies that have been done in ethical research, the study of foreign researchers is largely based. It should be noted that there are many studies of the philosophy of ethics in theory. For example many research papers have been published in the field of philosophy by Russian scientist S.S.Alexev, S.F.Anisimov, V.Yu.Sogomonov, Yu.M.Smolentsev, German researcher U.Willkye, H.Angelshtedter, Polish scientist M. Fritskhand, K.Waitsekhovskiy, Bulgarian scientist K.Nyeshev, Hungarian scientist Haidu, D. Mayor and T. Fyelldyeshie. These researchers take into

account the general theoretical and methodological aspects of ethical theory, ethical values, and its nature.

In Mongolia, ethical issues of public service have been published by R.Vandangombo("Civil service ethics", 2007), B.Batchuluun("Modern ethical theories and the reality of Mongolia", 2002), Ts.Gombosuren("Ethics" /textbooks/, 2008), Dashjamts("The history of ethics in Mongolia", 2009), D.Tungalag("Ethics" /textbooks/, 2013), M.Zolzaya("Ethics" /textbooks/, 2008), S.Byambaa("The main issue of ethics of State specialized servants", 2008)and others. The researcher Ts.Baartartogtokh's book "The Issues of Mongolian National Value and Social Change" has argued that moral values are; their structure and values are the main factors of social change.

There are also researches from research centers and foreign project organizations in Mongolia, as well as studies conducted by students, masters, and doctors who study ethics and philosophyand one of the largest "Management Academy" surveys on "Civil Service ethics, values, analyzes and conclusions" of 1318 civil servants and citizens in 2006.However, these creations have yet to be studied about interpersonal relationship influence on ethics.

Finally, in conclusion, many international and domestic researchers have studied the ethics of civil servants, their understanding of the standards, standards of ethics, and their political and economic impacts, but don't have yet to be addressed the individual personal relationship's impact on civil servants' ethics yet. Therefore, the author intends to investigate the impact of the individual on ethics of public officials

1.7. Research Structure

The thesis consists of 5 chapters.

The *first chapter* identifies the reasons for the selection of the topic, the purpose of the study, the objectives of the research, the general description of the research method, the limitations of the research.

The *second chapter* examines and review of the study's background, which are foreign and domestic researchers, scientists and research reports, and other relevant works as sources, and It defines ethical theory and concept based on it and specifies the main subject of the research work and specifies the hypothesis.

In *chapter three* examines the historical facts and sources of ethics for Mongolian civil servants and defines the current state of ethics and civil service of public servants.

In *chapter four* a suitable research methodology will be selected by collecting the survey sample, sets the scope of the study, collect data, techniques for its processing, and identify the

characteristics of the respondents in comparison with the population. Based on the data collected by the document and questionnaire, summarize the results of detailed analysis of interpersonal relationship influences in order to comply with the ethical standards of the state specialized officers of the Passport controlling Office.

In *chapter five* check the predictions for the research, and summarize the answers to the survey questionnaire and summarize the research data processing and analysis.

Expected result Based on the objectives set out in the research, three basic objectives were set out and two questions were asked to identify the research objectives. In the research focus on the collecting survey documents, questionnaire, study baseline data and documents etc. and its' processing analyzing, and summarizing.

According to this study, the Border Inspection Organizations, which constantly interacts with people and individuals, especially border checkpoints officers were chosen as the main object of the study.

The main objectives of the thesis were to select the Buyant-Ukhaa airport, Zamiin Uud railway checkpoint, Gashuunsukhait road border checkpoint, which are the biggest three border checkpoints of the Mongolia. These border ports are the most heavily loaded ports in Mongolia, which are most passengers pass through and the scope of activities is relatively broad.

When defining the theoretical concepts that should be studied in the ethical issues of State specialized service, it is best to select the both legal and ethical relations between public servants in Mongolia. The special aspect about the research is concerning interpersonal relationship influence on the ethics standards of the BPO which is to ensure that State specialized service are able to follow ethical standards when exercising their duties, and to find the ethical information required.

CHAPTER TWO THEORETICAL DEVELOPMENT

2.1. Definitions of Ethics, Deontology and Consequential Ethic

The modern concept of "ethics" is derived from the ancient Greek "ethos". The original meaning was "co-existence" and "rule of living together". Ethics is a philosophy of studying morals. Ethics teaches how to live right. It gives everyone the general direction of life, which allows you to compare your actions and make correction.

The first attempts to systematize ethics were Plato (427-347) deductive method. He has divided the world into two parts: the appearance of the sight and the eternal perspective of the eternal perspective. And he classified ethics into two parts: individual ethics, politics, and social ethics. His theory of politics was too abstruse political theory. "The main purpose of the State is to strengthen the beauty and justice of conscience, so that everyone should only work in harmony with the nature" (Tungalag.D, 2002)

Ethics was first separated from philosophy of Aristotle (BC 384-322) and named as ethics. Ethics can help everyone realize the meaning of life, and it is important to educate ethical people and to be considered as a less important political science. On the one hand, citizens can restrict their interests to the public, on the other hand, the state should help the prosperity of its citizens. Ethics are not natural, so moral instruction is important. (Batchuluun.B, 2002)

Lucius Annaeus Sèkeque minor (4/565), a staical continuation of Kinikikis, taught that it was harmonious with nature, intellectually and morally. Every person living in difficult circumstances is taught to lose their morals. He said, "For life, if courage to die be lacking, is slavery" (Willard).

Michel de Montaigne (1533-1592) in the European Renaissance is the founder of ethical ethics. He said, "A person must make a conclusion based on his life experience. People must be judged by non-actions. Morals must always think and doubt" (Tungalag, Ethics Manual, 2002).

Georg Wilhelm Friedrich Hegel (1770-1831) considered morality as the main engine of social development. Individuals aspire to be the public's aspirations and must be subordinate to the state.

Arthur Schopenhauer (1788-1860) is selfless and friendly is a moral test, which means two types of actions: "passive forms" - not doing bad things, "active form" - trying to help each other as much as possible (Tungalag, Ethics Manual, 2002).

Karen Horney (Danielsen) (1885-1952), *Harry Stack Sullivan* (1892-1949), *Erich Seligmann Fromm* (1900-1980) created a new neo-cruism. It suggests that the culture and customs of a society are equally homogeneous, thereby providing societal stability and adaptation to the social environment is a moral norm (Tungalag, Ethics Manual, 2002).

The founder of Positivism, Jeremy Bentham (1748-1832), is ethical and legal norms for others to compete with other people, and the requirement is that they are voluntarily obeyed or forcefully enforced by the government (Modern Eastern Philosophy, 2012).

Deontology(Oxford, 2019).The derivation of the Greek word "*Deon*" - "to do according to the duty", and the main idea is that the action taken by a person is imperative to others. Major dignitaries are Sir William David Ross (1887-1971) and E. C. Ewing. In their view, the right or wrong of a business is not dependent on its motivation or effect; it depends only on the nature of the work. If a promise is made to the government, it is not just the consequences of human interest and fulfillment, but only in the 'duty' forces.

Consequential ethics (from the Latin.*Consequentia* - following, sequence, series) - the moral theory, according to which the value of a behavior, an act is wholly or predominantly determined by the value of its immediate or long-term results (Кузнецова, 2007). The man who developed this theory was Professor John Bordley Rawls (1921-2002).His main point is that "The principle of integrity provides for the balance of society".

2.2. The Concept of Ethics of Civil Servants

The ethics norm and ethics of civil servants began to be an important subject for investigation in the 50s of the 20th century.Ethics is a science that studies the general integrity of the individual's personality and the ethos of ethnomics. The laws of relations between people are ethical and it begins ethical norm are thus developed. But morality is a long-term social development and is a good deed.

Ethics arise in the early stages of human development. In ancient times, the collective action of the collective life has been regulated by customs and traditions. In the course of social development, there has been a need for coherent coordination in the co-operation of the collective life, and the need for morality has emerged and evolved.

Ethics seeks to resolve questions of human morality by defining concepts such as good and evil, right and wrong, virtue and vice, justice and crime. As a field of intellectual inquiry, moral philosophy also is related to the fields of moral psychology, descriptive ethics, and value theory.Ethics is a comprehensive set of norms, such as social, economic, political and cultural terms, personal relationships with people and communities, responsibilities, and behavior.

This ethic was originally from the Greek word "Ethos", and in the first place it called the shelter and habitat of the people to live together. It later became a reflection of the nature of the people's life and their inner nature.

The renowned philosopher Aristotle (384-322 BC) observed that the characteristic features of the human characters, and used that word *ethos*, it was established which is ethical science or *ethos scene*. The Greek and Roman philosophers M. Tszitron (106-43 BC) used the term "ethalis" in by the Latin word "moralis", it by which is two different words in one meaning (Tungalag, Ethics Manual, 2002) /in the Latin word "ethica" has become the term "morality"/.

Ethics and *morals* are both used in the plural and are often regarded as synonyms, but there is some distinction in how they are used. *Morals* often describes one's particular values concerning what is right and what is wrong; While *ethics* can refer broadly to moral principles, one often sees it applied to questions of correct behavior within a relatively narrow area of activity. In addition, *a moral usually connotes* an element of subjective preference, while *ethics* tends to suggest aspects of universal fairness and the question of whether or not an action is responsible (Merriam-Webster, 2019).

Therefore, ethics is an independent scientific discipline and is considered as an essential science of knowledge science based on the theory of interpretation of ethics and morality, the worldview, and the theory of human values.

Morality is non written law, that relationship between people determines the ability of a person to live in society. In other hand, got into life-changing, sustainable and established rules and procedures in history can be regarded as ethics. Ethics includes the most important general norms of morality. In every particular case, behavioral norms are regulated by behavioral norms, and they contain values that are manifested in human activities by fulfilling the social requirements of the individual's consciousness or beliefs and beliefs. Being ethical means being in harmony with social norms. However, it is unethical to make distorted or inappropriate behaviors from social norms. Ethics is one of the basic methods of regulating the behavior of people within society in a socially distinctive manner.

Different interpretations of ethics have been studied by researchers. For example: "Ethics is a set of moral standards, principles, categories and aims that constitute the specifics of human behavior, social and intellectual life. It is a unique form of social consciousness and human beings that regulate the multilateral relations of people through their norms, values, and aspirations" (Dashjamts.D, 1982), "In fact, the good of the individual, the norms, the law, and so on are manifestly realistic in the context of moral consciousness and the unique forms of moral communication." (Tungalag, Ethics Manual, 2002)

Ethics is divided into three levels - the structure of the social phenomenon - consciousness, communication, and action. Moral consciousness is quite a reflection of the relationship between

human beings and people and society. In the context of personal and social consciousness, and the levels are classified as normal and theoretical concepts.

The ethical standards are the theories of the behavior of people in the community, or the standardized standards of behavior, and the behavior of the people as the set of requirements for regulators, and based on these, by the state specialized servants ethics standards interpersonal relationship influence have been selected and studied.

Ethics is the science that studies the ethics of specialists with the goal of enrolling, regulating and promoting social relations. (The sum of the common norms for assessing the behavior of good, bad, good, bad, negative, and characteristic). Freedom in modern ethics is a responsibility. Moral accountability is the basis for other social responsibilities, and the morality of the individual is determined by his or her responsibilities. Ethics is not just about creating moral knowledge, but also for doing good morals, standards, and ultimate excellence. Morality is the subject of ethical research and the known object is morality and the field of knowledge that is known to it is ethical.

Ethics is an independent science, it has research and development, has a history of evolution and ethics is intended to give emphasis to the production, service and business as well as the economic, political and public relations and decision making rationale (Tungalag, Ethics Manual, 2002).

Ethics is also a philosophical component of the various societies that are spontaneously voluntary in order to adjust their behavior and interdependence in ethical systems of society (Gombosuren.Ts, 2008).

Among the studies that have been done in ethical research, the study of foreign researchers is largely based. It should be noted that there are many studies of the philosophy of ethics in theory. For example many research papers have been published in the field of philosophy by Russian scientist S.S.Alexev, S.F.Anisimov, V.Yu.Sogomonov, Yu.M.Smolentsev, German researcher U.Willkye, H.Angelshtedter, Polish scientist M. Fritskhand, K.Waitsekhovskiy, Bulgarian scientist K.Nyeshev, Hungarian scientist Haidu, D. Mayor and T. Fyelldyeshie. These researchers take into account the general theoretical and methodological aspects of ethical theory, ethical values, and its nature.

There are dozens of scholars and scientists who have studied ethics from philosophical and legal philosophical aspects and philosophical aspects of their position.²

²Richard Powkin, Avrim Stoll, "The philosophy", Ulaanbaatar 1998; W.S.Nyersyesyants, "Legal philosophy". Ulaanbaatar, 1999; D.Lundeejantsan, N.Jambaljav, D.Otgontuya, "Philosophy of Justice", Ulaanbaatar, 1998; G.Lkhagvasuren, D.Dashjamts "The History of Mongolian Philosophy", II, and III book, Ulaanbaatar 2001.

In Mongolia, ethical issues of public service have been published by R.Vandangombo("Civil service ethics", 2007), B.Batchuluun("Modern ethical theories and the reality of Mongolia", 2002), Ts.Gombosuren("Ethics" /textbooks/, 2008), Dashjamts("The history of ethics in Mongolia", 2009), D.Tungalag("Ethics" /textbooks/, 2013), M.Zolzaya("Ethics" /textbooks/, 2008), S.Byambaa("The main issue of ethics of State specialized servants", 2008), and others. The researcher Ts.Baanartogtokh's book "The Issues of Mongolian National Value and Social Change" has argued that what moral values are; their structure and values are the main factors of social change.

There are also researches from research centers and foreign project organizations in Mongolia, as well as studies conducted by students, masters, and doctors who study ethics and philosophy and one of the largest "Management Academy" surveys on "Civil Service ethics, values, analyzes and conclusions" of 1318 civil servants and citizens in 2006. However, these creations have yet to be studied about interpersonal relationship influence on ethics.

T.Senigorj (Ph/D) studied the code of ethics as a legal subject, studying ethics and law, and ethics of lawyers, and make a distinction between professional ethics and qualification ethics, and he has defined a legal specialty

Morality is the real and unique feature of social life, which is including fair and unfair, good and bad practices, in general, to assess any phenomena or actions, the norms of the people, reality, action and inaction, etc.

Morality has performed functions such as:

- Humanitarian society(to create moral compassion)
- Regulatory(maintain common moral values and values in human relationships)
- Create inclination or directing(be oriented to conduct in society,to make morality)
- Cognitive (Understand the meaning of life and moral education to determine the true nature of society)
- Discipline (Enhance the moral motivation that is the foundation of human development and education)

Ethics are the uninformed laws of human relations. In other words, the principle that people are good and evil, fair and unfair, lies and truth, good and bad. Today, ethics is divided into theoretical and normative ethics.

1. Theoretical Ethics – explain the ethical and moral aspects of his or her position in the social communication system; describe the form and structure of behavioral consciousness

2. Normative ethics – People respond to issues such as moral principles and standards.

Changes in ethical and ethical philosophy in Mongolia are in three ways.

1. Trends in philosophies and values that value socialism, criticisms and concepts of communist morals who have tried to persuade them by persecuting the Disciplinary regime;
2. Demonstration of the ethical values of democracy, respect for human rights, and attempts to imitate and copy ethical values that prefer private interests in market relations;
3. Attempt to rebuild a forgotten traditional customs and traditions due to the fact that they have been closed for many years.

2.2.1. Characteristics of Ethical Accountability

- Human action is relatively independent in its own right and can be chosen
- If a violation of public order is harmed, the society will be reproved;
- A person's ability to control his or her actions and predict his / her performance will reflect his / her moral responsibility
- Moral responsibility is a matter of prestige. People are actively engaged in the tasks and responsibilities they receive
- Implementing this in your life, knowing that you are indispensable to society
- Be fully conscious of your duty to your community and be your personal worth

Ethics is a phenomenon of social history that comes from man and woman relationships, men and women, elders and young, powerful and powerless. Ethics has been modified and reformed when socioeconomic relations have changed. Ethics is a coordinator of multilateral relationships with people, people, people, people, and families.

Moral Structure Classification

Moral structure is categorized as follows:

- Ethical behavior (objective, subjective, and united parties, the expression of the subject-object relationship);
- Ethical communication (objective side);
- Ethical consciousness (subjective side) is a complex phenomenon comprising three basic parts (Tungalag, Ethics Manual, 2002).

Ethical practice or activity

Ethical practice or activity is the act of a person who is exposed to human behavior. Ethical practice is a person's ethical behavior, operating systems, customs and practices. Ethical behavior of people is not evident in the future, but is defined by moral consciousness (various forms of struggle, values, and duties).

Ethical communication

Ethical relations are the relationship between moral processes. Ethical relations are the norms of people's behavior, a relationship that are regulated by principles, and is an element of moral activity.

Moral consciousness is a comprehensive set of moral principles, norms, and values that regulate a person's behavior and is part of a moral.

Moral consciousness depends on the subject:

- The element of individual consciousness (shyness, feeling, kindness, self-esteem);
- Categorized as community consciousness (moral principles and norms).

Moral consciousness is psychologically:

- Trustworthiness (Principle and Sincerity);
- Emotions (love and hate);
- Courage (courage and cowardice).

People today speak of the loss of ethical values that people have inherited from their ancestors. Although it may be accepted, it seems that the moral values of the social system have changed. The content of ethical values is changing in many ways. The social capital and the one-party system, which have been promoted during the socialist era, have changed the status of private property, multi-party system, and pluralism.

2.2.2. Ethical Role (T.Sengedorj, 2007)

Ethics has the following implications for social and human life and its daily activities:

- The role of moral values:

Each person assesses the behavior of the individual and the behavior of others and ethics.

- Moral cognitive role;

Following the introduction of a number of ethical theories, it is possible to discover the social significance and consequences of the moral ethics of modern society and the ethics of administrative officers, the positive and the negative consequences of the relationship, and the actions.

- The role of the moral world;

It affects the human world. Moral knowledge, education, and development are intended to prevent morals and morality.

- Moral coordination.

Ethics governed by morality are so wide that they focus on social and personal interest and actions. Ethical coordination is the relationship between human behavior, behavior, politics, art, and religion.

Classification of ethical science: Moral Theory, Normative ethics, Consumer ethics, Ecological ethics, Civil Ethics, Condition of ethics, *Professional ethic*, Business ethics

2.2.3. Professional Ethics

Basic concepts of professional ethics: People live in daily life with legal norms and ethical standards. Ethics requires more than one moral ethical standard to apply for any professional activity, but also requires humanity and compassion to perform highly skilled occupations. In other words, the actions of civil servants always affect human rights, freedom, legitimate interests, dignity, and honor, and all that they do is only subject to social and legal requirements. Ethics, in some cases, is more powerful than legitimacy, it is that people have set themselves up without self-determination and regulate their behavior for a long time. Ethics has had a double effect on the establishment of a social atmosphere. Ethical cleanliness can have a positive impact on the society and become a condition for prosperity and, if deteriorating, is a detrimental effect and a basis for the decline in society

Every sector of professional ethics has its own moral principles and norms that must be implemented in social institutions. Professional ethics is considered to have emerged as a result of the peculiarity of professional activities and the emergence of new professions “Professional ethics” is a system of discipline, commitment to performance, personal abandonment, protection of the reputation of a profession, a sense of responsibility to the society, and strictly enforces its obligations.

Professional ethical content is characterized by the nature of the professional activity and its specific characteristics. Professional ethics examines the fundamental principles, norms, values, and professional morals of professional ethics.

Professional ethics provides the right to ethics and social needs by empowering professionals to know what is right and what is wrong, to realize responsibility, to respect profession, to exercise control over and control their own particular goals and objectives. The purpose of professional ethics lies in the following:

- Define professional ethical considerations and basic ethical requirements for specialists.
- Define and improve the general principles for the work and profession
- Enforce the basic ethical requirements in professional practice
- Strengthen professional ethical standards for governing professionals and other employees
- Specialists' morality control and regulation

Professional ethical concepts are:

1. *Professional role*: This is an important moral concept to demonstrate the job special features of an employee in the course of his or her occupation.

Professional roles include:

- Fully aware of the task;
 - Responsible for your duties;
 - To comply with the requirements of professional specifics;
 - Be the right line and the owner's position;
 - Study the relevant sciences;
 - Obtain accurate information, as well as acquire skills and habits in the collection, analysis, and use of accurate data;
 - Carefully study the psychological features of a customer and be creative in your communication;
 - Reward with each customer.
2. *Professional accountability*. The responsibility of the person in charge of the decision is to increase the level of professionalism at the ranks of the staff. The officer is responsible for his or herself and others, and for the public.
 3. *Professional reputation*. An evaluation of the activities of people representing the profession and the ethical culture of society. Expertise protecting your professional reputation as a result of civil and official rights and social values.
 4. *Professional value*. Understanding the importance of professionalism is a measure of social value of a range of professional people and a specialist to evaluate their activities. Professional value is a valuation of professionalism and expertise, and the expert's own value.

Since it has certain obligations before society, the whole governmental organization to moral responsibility to public servants, and consumers at all levels of society. It is valued by the organization and its managers in social responsibility, such as good, fair, unfair, and benevolent in the relationship and in real-life relationships.

The norms and procedures set out in a more sustainable historical life are considered morally. During the development of social relations, "morality" is become pack of norms and standard of human conduct

The concept of "ethics" has become a theory of the nature of human conduct. Ancient Greek scholar Démokrat: "... the character is the root of this world. It's best to think about what to do next. The good thing is that human beings are the worst." (M.Zolzaya, 2008)

Ethics is the earliest form of social consciousness and has emerged in the early stages of human development. At the beginning of mankind's development, traditions and customs were the main means of co-operation in the collective life.

The ethics of civil service are a type of professional ethics that is a science that explores and explains the behavior and ethical principles of the employees of the organization of the state and local self-governing machinery.

The early stages of civil service ethics developed in the early 1969s by the American researcher P. H. Appleby in his book "Morality and Administration in Democratic Government", thus providing the foundation for the current civil service ethics. The role of the Civil Service is the social morality, ethical regulation, and discipline of government and its structural capacity and reputation. The civil service ethics course is the moral responsibility and principles of the public servants in order to be effective in fulfilling their duties. The morality of the public morals is the responsibility of the public administration apparatus. Civil servants are involved in the implementation of state functions and are accountable for their state and actions. From here the high morality of the civil service will be set up and its social responsibility will be discussed. Social responsibility of civil servants is particularly relevant to the level of decision-making.

The ethical standards of public servants are a set of general ethical principles, special and additional requirements that are governed by the legal principles and disciplines of the conduct of civil servants in the legal relationship.

The objectives of the Civil Service are:

1. Determine the ethical nature, function and position of the state and management systems, and conduct a thorough examination of the ethical behavior of the public and local officials;
2. To make the theoretical basis for the moral requirements, aspirations, principles, and norms of the state and local administrative systems;
3. Define the most appropriate form of moral management of the state management apparatus and determine ways to overcome the conflict;

4. It discourages discrimination in moral processes within the framework of the country's governance and management structure, introduces innovative things to employees and discourages reputation of any person.

The most common concepts of public service ethics include:

- Citizenship. Understanding that a person should participate in performing a role in the state and his / her social responsibility
- Patriotism. The emotional state of emergency in the face of prosperity and national traditions
- Professional responsibilities. The officer is aware of the social, state, and community responsibilities
- Honor. It is determined by the dedication and responsibility of the official duty and the generosity of the government and people.
- Justice. According to laws and regulations with peoples and citizens with civil servants, honest communication skills and characteristics (Public servant's ethics, 2015)

The personal goodness of the staff is loyalty, temperament, diligence, professional pride and personal sense of belonging. The basic principles and norms of public servants are responsibilities, effective execution, loyal to the state and the people, independence no interference and honest.

The public servants ethics following may be classified by the nature of the legal status and level of a civil servant:

1. General principles of public servants ethics(<http://www.mfa.gov.mn/wp-content/uploads/2015/06/tah.pdf>)

This is a basic ethical requirement for a civil servant to take office. The following general ethical principles should be followed by all Mongolian civil servants:

- Keep and adhere to the Constitution and other acts' statutes without personal interests
- You must not have financial and personal interests prohibited by law in enforcing your duties and fulfilling your duties.
- Do not disclose information about confidential information of state, organization or person that has been disclosed to it, for personal use
- Unless otherwise provided by laws and regulations, do not use drunk and alcohol and drugs during working hours.
- It is forbidden to take decisions or commitments in matters that do not belong to the authorities.
- It is prohibited to take any act of corruption.

- To adhere to the extraordinary norms of a civil servant incompatible with the above requirements

2. Special ethical standards of public servants:

Every job and position creates a unique ethical requirement. The special ethical standards of civil servants are the ethical requirements set by public officials within the general ethical principles of ethics. For example, "In the Law on the Legal Status of the Military Officers of Mongolia states: Respecting the country, the government and the people; to be loyal to the duty; to fulfill his / her official duties; adhere to the rule of law and subordinate; keeping the code of conduct of military personnel; not to disclose state secrets, official or organizational or personal privacy during office or after dismissal; The military officer shall be obey to execute the orders issued by the ruler and commander" (Law on the Legal Status of Military Officers of Mongolia, 2016) and the following special obligations. These include:

- Respect and adhere to the Constitution of Mongolia, other laws and legal acts.
- Be loyal to your jury
- Fulfill your position and duties in the interests of your homeland and people
- The military officer shall be obey to execute the orders issued by the ruler and commander
- Maintain the ethical standards of civil service and civil servants, the culture and order of public bodies, and honor the reputation of public bodies and officials.
- Maintain confidentiality secrets protected by government, organizations and individuals after their official duties and their standing
- When implementing the mandate of the office, and expressing only official position on issues related to government and policy in the media
- Be unreachable with the lawlessness and injustice of the official saffs
- Provide non-discrimination to quality, accessible, prompt, and culturally free services without any discrimination on the part of public services.;

In the event of a breach of the above-mentioned obligations, disciplinary and other laws shall impose penalties.

3. Additional norms for civil servants

Additional standards of ethics for civil servants are more precisely defined and reflected in ethical and disciplinary rules established by law, and they provide additional ethical standards for civil servants.

4. Ethical misconduct of civil servants

Some of the civil servants have committed a dishonest act and have committed to their state of responsibility and abandonment of their dignity and reputation, and their reputation for dignity and reputation. The civil servant's immorality is often seen as a subject that has a lot of political attention, and its maybe become political ethics misconduct.

This situation demonstrates the need to further develop and enforce the ethics standards of civil servants that provide public service and implement state policy.

The ethics of civil servants are of the same characteristic as other professional ethics: "It is a common practice to perform a high quality of service, to honor the government, homeland, respect the dignity of a citizen, and to respect human rights and freedoms" - There is belong for administrative ethics.

From the moral theoretical point of view, there are three things that individuals can influence the idea of the law.

1. Unusual, unethical, and ineffective work-types of work, a material injury to the state, and the objectives set up conflict with societies. However, there is an intention to preserve the organization. Some examples of party and public organizations that are trying to get into Mongolia's governance structure in recent years are examples of this.
2. Supervisors and staff make their organization's official reputation and status as over-exploitative, unprofitable, initiative, and dictate that they act as "administrative dictatorship" and create bureaucratic practices. They often violate morals, such as rude behavior, fierce behaviors, and actions. It is difficult to fight the bureaucracy of the state and to deal with it is a challenge.
3. Struggling and bureaucratic approaches. If a civil servant begins neglecting his duties and duties, this is the beginning of his passive-bureaucracy, and when it comes to his activities, "the demeanor of the democracy will be violated."

Officers who violate the Code of Ethics of Civil Servants must be liable to authorities responsible for the law.

2.3. How Interpersonal Relationships Affecting Compliance with Ethical Standards

Ethics is an integral part of social relations categories, such as customs and morals. While ethical factors affecting interpersonal relationship factors, the internal factors of the staff should not be omitted.

To investigate the external and internal influences of a public service ethics standard, it is necessary to consider the values of essential civil servants. All public officials should be held accountable for their values and ethical standards when performing their duties. To identifying the values of ethics of a public official and what ethical standards are needed by a competent state authority and it is important that you try to connect it to current situation.

2.3.1. Internal Influences on Personal Ethics of Civil Servants

There are some individual personal characters that are influence to ethical misconduct civil servant. For example: hatred, love, money, dignity, honor, envy, jealousy, suspicion etc and that individual personality traits lead to ethical misconduct, and this is called non-ethical consideration. In other words, these are the factors that stimulate the conduct of ethics. Every individual decision maker has a personal effect on the decision making, and the decision to follow ethical behavior beyond the character of the person depends on the courage and loyalty of the employee. There is more ethical mistake than any other official or employee to lose in the profession. Ethical misconducts can also lead to professional misbehavior.

However, the experience of international government agencies shows that ethical standards and the adoption of rules are not enough. All public officials need to make joint efforts to understand the laws and regulations of this types and to be ready to integrate in their duties. Unfortunately, in most cases, newcomers are introduced to public officials and ethical rules, providing advice or recruitment questions on this subject, but more is needed.

It is important that every civil servant understands how it is to be interpreted to mean the meaning of each law or the code of ethics and its relationship to it. It is important to reconstruct and update the knowledge and understanding of this subject regularly.

2.3.2. Individual Personal Relationships' Influences on Ethics of Civil Servants

There are relatively few specially investigated species, the ethical environment isn't clearly defined in the bibliography and research on ethics of civil servants. Doctor, Professor R.Vandangombo, in his book "Civil Service ethics": "Civil Service Code is composed of norms that can be legally enforceable, as well as the standard of ethics, through conduct, behavior, and conduct of public servants. So in order to comply with the ethical standards of public service, a code of ethics requires management ethics, including organizational culture, management practices and

principles, in addition to legal provisions, ethical rules, and disciplinary measures. Some elements of ethics are dependent on the general environment, culture, and traditions of the country and the public service. The external environment is considered as follows:

- Political will and support
- Legal system
- Independent external audit
- Public Relations and Control
- Ethical issues of the entity operating unit

At the organization level:

- Accountability Mechanism
- Code of Conduct for Civil Service
- Ethics training and programs of civil servants
- Terms and conditions for civil servants.

Both are important in terms of external and institutional levels to ensure that civil servants work ethically. This shows that the working environment and conditions of civil servants have significant implications for the ethics of civil servants.

The role of the employee in maintaining the code of ethics is that the influence of interpersonal relationship factors depends on the role of the staff.

Political will and Support: Politicians are responsible not only for their own ethical standards and are accountable to voters, and public officials are responsible for ensuring that they work fairly and conducive to their social responsibility. When it comes to public service ethics, the public does not distinguish politicians and civil servants, and it is entirely one-sided about public service ethics.

Legal system: Relations with ethics of the Mongolian State Special Service are handles by the “Constitution Law”, the “Law on Civil Service”, the “Anti-Corruption Law”, the “Mongolian Border Law”, the “Military Service Act”, the “Law on the Legal Status of the Military Personnel”, the “Administration general Laws”, the “Public and Private Agencies regulation of interests and the prevention of conflict of interest Law”.

Violation of the rules prohibited by law by civil servants is the basis for which a violation of ethical conduct is considered. In addition, criminal justice arrangements are important for public service ethical coordination.

The components of the interpersonal relationship environment have been identified as follows: get some ideas from about the terms and conditions of public servants and recent literature on public service ethics, the research paper. These include:

Impact of political officials: When executing public officials fairly in their job duties, political officials do not apply to civil servants for their inability to use politics, they carry out their dignity and stumbling practices.

The influence of high-level officials: High-level officials and direct senior officials are committed to the work of the public servants in a spirit of ethical conduct by using their position to influence them to act unfairly by assigning assignments. If the obligation is not enforced, it shall be prohibited to impose disciplinary punishments and dismissal.

Impact of working community: Working colleagues are named as help to new employee do their job, and collect a fact and to influence each other, unfairly affecting their work.

Impact of co-operative staff: The staff of the co-operative team tries to influence the staff by manipulating their staff responsibilities, creating a brother-in-law relationship, establishing a collective bargaining, mismanagement of heads of branches, and mismanagement.

Impact of family members, relatives, classmates and communities: often as a petition, influences public officials to do their job fairly.

CHAPTER THREE MONGOLIAN ETHICAL DEVELOPMENT

An important element of the intellectual culture of the people is ethical teaching, which is the result of ethical thinking. The history of ethics of the people of Mongolia is essentially the development of moral doctrines of periodically scientists and the development of ethics and concepts of Mongolian society.

According to the researches and presentations of academics and researchers, it is possible to divide the views on ethics in Mongolia into the following periods:

- Ancient Empire. (Such as Hunnu/Hu, Sunbe, and Jujang.)
- XIII - XIV century. (During the Mongolian Empire)
- XV - XVIII century. (The period of the Low Kings, the cracking phase of the Mongol Empire)
- XIX - The early twentieth century. (Manchu and Bogd Khan Mongolia)
- Modern period or the XX century socialist era
- New generation - from the end of the 20th century to the present

3.1. Pre-Modern Era for the Development of Mongolian Ethics

1. Ancient Empire period. (Such as Hunnu/Hu, Sunbe, and Jujang.)

The nature of the ancient Mongols ethics at the start of the ancient Mongols is formed by myths and religions, and that is the prerequisite to start and develop a moral relationship within the tribal community and establishing a state. The main features of moral ideology at the time were origin and development of religions and myths, and it had been to taught from the traditions and ethos of ancestors through myths and tales. The Mongols had a myriad of myths which expressed their morals and ethos. Mongolian myths and legends describe the natural essence, the human nature, the origin of the tribe, the meaning of life, the difficulties and ways to overcome it. At the time, there were a lot of disturbances in the tribes, so the focus was on the ethics of unity and friendship.

From ancient times, Mongolians paid much attention to academics, education and ethics of government officials. A number of sermons have been developed for the public, and they are transmitted through the mouth, and some of them are traditionally written in the present form. Nomads have created three important moral traditions and they are:

- Family
- Society
- Categorized as customs (A.Tserennadmid., 2001)

2. XIII - XIV century period. (During the Mongolian Empire)

The XIII century is a crucial period of cultural progress in Mongolian history and Mongolians. It was an important stage for the development of ethical thinking of mankind at the time, and creations such as "The Mongolian Secret History", "The Suvashida of the Gem foundation", "The Keys of the Mind named sutra", "The Chingis Khan's wisdom", "The story of the orphan boy argued with 9 masons of the Chingis Khan", "Ikh Zasag the Great law of the Mongolian Empire" and "The white story of ten good books". (B.Oyunchimeg, "Business ethics" textbook, 2010)

Chinggis Khan's (1162-1227) state-of-the-art concept was more progressive than the ideals of the enemy. The moral principles of the Great Khan were Honor, honesty; Be honest with the courage of those who are brave; Preferring scientists to choose and work in the state; Assigning high-ranking positions for values for state support; conduct government and state work to keep the people safe; Robust robbery, fraud, and alcoholic intolerance; It is characteristic of non-discrimination of citizens.

Imperial rule was the current conservative direction. The complexity of the Great Khan's system has been an imperative and important influence not only on the Mongol Empire but also in neighboring remote areas (col. Kh.Shagdar, 2016).

The historical sources of the Law of Mongolia and the "Ikh Zasag" Laws and scholarly writings of the Mongolian people have given importance to the maturity of officials and principals in government affairs.

Chinggis Khan brought his government officials at the beginning and the end of each year to bring teaching and vocational education to the ministers, the commanders of the army, and the subjects of all the people to ensure they were well-informed, conscious, intelligent, courteous, well-

mannered and devoted to their state of mind and heart. "From any service that is needed by the aristocrat. A person who knows state, better than thousand people"(E.Purevjav, 1999)

Chinggis Khan's view is that to honor and respect the ancestors is an important discipline of soldiers and civilians.

3. XV - XVIII century period. (The period of the Low Kings, the cracking phase of the Mongol Empire)

We can get acquainted with folklore and Buddhist literature in the Mongolian ethics history at this time such as "The Mandukhai queens' story", "Tsagaan Tara Mother's novels", "Story of the Woods", "The Hymn of Universe", "The Ubashi Prince's Epic", "The Bodhisattva," and "The Hua Nagvaral novel". (B.Oyunchimeg, "Business ethics" textbook, 2010)

Bogd Zongkhava was born in Tibet in the 14th century, and his work the "Bodhisattva Grade" was influential in the ethics of Mongolians. In the book, "Morality is a bridle of uneducated disciple. Stop the wrong attitude of a conscience like a wild horse, and to get the right direction is the moral guidelines. If you diligently follow him, you will be humble. to be humble is that to follow moral instruction." (B.Oyunchimeg, "Business ethics" textbook, 2010) And the "Bodhisattva Grade" was taught about justice, polarization, and awareness:

It's fair to say unpolarized that does not follow only one side

If people are polarized, they will not be able to see the right thing

It is said to be overextended by his own views and hating other teachings.

Observe whether such a trend exists and to correct it.

In order to avoid being polarized, the intellectual ability and intelligence should distinguish right from wrong

Intelligent can leave behind the unneeded and follow the need. (B.Oyunchimeg, "Business ethics" textbook, 2010)

4. XIX - The early twentieth century. (Manchu and Bogd Khan Mongolia)

The 7th and 8th books of the Decree of the Mongolian Constitution of Mongolia established by the decree of Bogd Jebtsundamba from 1913 to 1918 were for official administration, which stated what should be the public service department, how to select, and to have their level of discipline is specified. The nine decrees that have to be adhered to by the state are described as "nine treasures of the state." When it was observed, the bounty was raised. Reporting on the following are the eight decrees:

- Consider the sufferings of others; you must learn to take self-esteem into the affliction

and happiness of others and forgive one time if you have done bad things;

- Never go wrong with offenses: those who go in such a way are punished by the opponent of the state to disobey ethics;
- Accurate thinking, analysis, and policy: It is proper to approach the mind. There is a mind to make a quick decision on the state officials;
- Do not go back from the talk: There are many proverbs in Mongolian about it.
- Do not drink alcoholic drinks: The official of the state shall be a watch keeper of state peace, and shall not disclose his head in vain or alcohol or wine. An honest man is modest and in his own minds.
- Do not be greedy over other people's belongings: Civil servants shouldn't have to be greedy for what they do not have, when communicate with people, nature, animals, plants, and techniques.
- Know your confession and embarrassment: It is a doctrine, about if a civil servant makes a mistake, he/she can have a feeling of guilt and understanding his/her mistakes. Reviewing the footsteps of the members, and studying their mistakes and ultimately respecting the civil servant's ethical behavior;
- Fixing faults means correcting mistakes. Knowing that you've made a mistake, but it's not right to correct it. Developing a country is essential for sharp thinking, listening to others, and even the need for intelligence.

3.2. Modern Mongolian Ethical Development

Historical traditions show that Mongolians have been particularly concerned about the ethics of civil service. However, the ethics of textbooks and textbooks that were published before the 1990s only proclaimed the components of Marxism and Leninism as their theoretical and fundamental grounds (Gombosuren.Ts, 2008). Since the 1990s, the single doctrine was concerning personal issues and, in the whole; there was a plurality of ethnographic studies and literature.

1. The socialist period, socialist employment, humanitarian and collective ideology, which are the main characteristics of socialist life? The ideals of educational systems, political, public, and volunteering organizations played an important role in the development of citizens habit. At that time, the state leaders worked with their sincere heart, socialist ethics and affairs for their party.

2. In 1991, after the democratic revolution won in Mongolia social and legal reforms have begun in all fields. Unfortunately, the reforms have been undone and ineffective. Public officials say that they should be politically free; in fact, the officials who are in power cannot be out of political parties. Despite the decision to suspend state officials other than political positions in 2008 from

political parties, the decision has been limited to a large number of people with a population of less than half of the country's intellectual potential, with a number of casualties such as entrepreneurs and unemployed.

The short description above shows that the concept of ethics is changing in terms of time and social development. Depending on the social situation, internal and interpersonal relationship conflicts, theorists explain the ethical issues of each aspect.

Mongolia has transitioned into a multi-party political system and multiple property social-economy in since 1992, and it is legalized equality of property rights and non-discrimination based on opinion, beliefs and religion. The Constitution of Mongolia defines the basic principles of the civil service as "respect for democracy, justice, freedom, equality and national unity (Constitution of Mongolia , 1992).

It is important to serve the same moral ethnics in every society and morally serve the same layer at all levels without discriminating the social stratum. Moral norms and values are evolving and refined, based on the purpose of the society.

Relations with the ethics of civil servants of Mongolia shall follow what have been regulate in the "Constitution of Mongolia", "Law on Civil Service of Mongolia", "Law on Labor", "Law on the Parliament of Mongolia", "Legal status of members of the State Great Hural the Code of Conduct of the Government of Mongolia", "Code of Conduct of Mongolian State Administrative Officers", "Code of Conduct of Mongolian Courts", "Code of Conduct of Police and Prosecutor", and "Code of Behavior of Border Protection Organizations".

In Mongolia, ethical issues of public service have been published by R.Vandangombo("Civil service ethics", 2007), B.Batchuluun("Modern ethical theories and the reality of Mongolia", 2002), Ts.Gombosuren("Ethics" /textbooks/, 2008), Dashjamts("The history of ethics in Mongolia", 2009), D.Tungalag("Ethics" /textbooks/, 2013), M.Zolzaya("Ethics" /textbooks/, 2008), S.Byambaa("The main issue of ethics of State specialized servants", 2008), and others. The researcher Ts.Baartartogtokh's book "The Issues of Mongolian National Value and Social Change" has argued that moral values are; their structure and values are the main factors of social change.

There are also researches from research centers and foreign project organizations in Mongolia, as well as studies conducted by students, masters, and doctors who study ethics and philosophy and one of the largest "Management Academy" surveys on "Civil Service ethics, values, analyzes and conclusions" of 1318 civil servants and citizens in 2006. However, these creations have yet to be studied about interpersonal relationship influence on ethics.

CHAPTER FOUR DATA PROCESSING AND ANALYSIS OF RESEARCH

4.1. Data Processing Method

4.1.1. Research Method

This study will use a comparative study of statistical data and surveys based on social science research data, data collection, compilation and analysis methods.

The following documents were read and studied as part of the study on the Border Port Security and Passport Control Authority of the BPO, which are:

- the Code of Behavior of BPO / has ratified on 27th of June. 2012/
- Standard of Passport Control Officers' Mongolian Passport Control Authority.

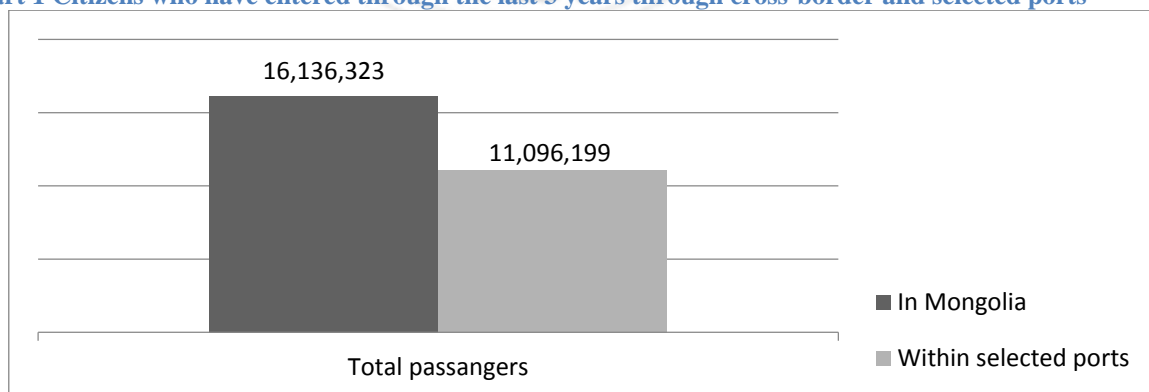
The questionnaire survey has found that the baseline data was collected and the effectiveness of the state's specialists in maintaining the ethical standards of the specialists was reflected in whether or not they were able to adequately reflect the environmental conditions.

Statistical Data Analysis

Analysis of ethical violations in 2017 and 2018 of the selected borders and data of border ports was designed to identify ethical violations, causes of disciplinary violations, and individual factors.

To make comparative study of passenger and transport statistics in the last three years, and to develop a questionnaire survey's questionnaires and to determine the sample size of the state specialized servants' involved in the survey

Chart 1 Citizens who have entered through the last 3 years through cross-border and selected ports



Source: (Unified statistical database, 2019)

Questionnaire

The study of individual factors on the conduct of special civil servants has been developed using comparative, aggregated, and analyzed methods of collecting and analyzing the basics by the questionnaire.

4.1.2. Research Sample

The survey information source is a source of the Border Port Security and Passport Control Authority's Officers and research data will to determine the individual impact on passport control officers, so it will use the questionnaire to collect data.

Normally other studies told their participants number, but in this situation is different. Mongolian Border Protection Organization is Mongolian law enforcement and defence organization. And military organization has some forbidden rules. For example: number of staffs, weapons and technique numbers are must be secret. So this thesis's questionnaires' participants number couldn't be clear.

However to conduct the research the Buyant Ukhaa airport, Zamyn-Uud railway checkpoint and road checkpoint and Gashuun Sukhait road checkpoints are selected and the survey was completed by the all staffs of these ports.

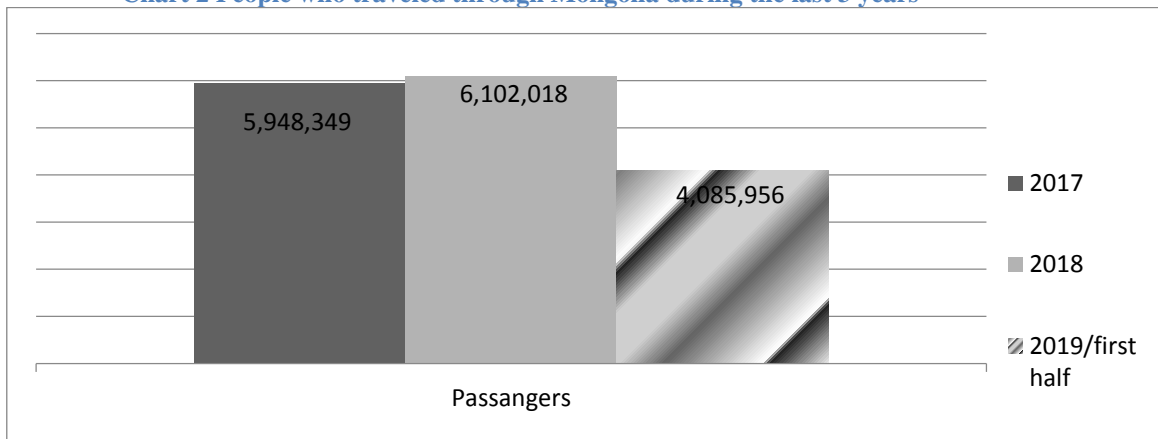
4.1.3. Scope of Study

This study examined the individual factors of compliance with ethical standards of state specialized servants in the Mongolian Border Protection Organization.

According to what discussed in the previous chapter, ethics is a matter of concern for modern civil servant institutions and the individual factors are directly influenced by the ethical standards. The role of the state specialized servant in the civil service classification is relatively specific in nature, and the ethical standards that are required to be more specific from others.

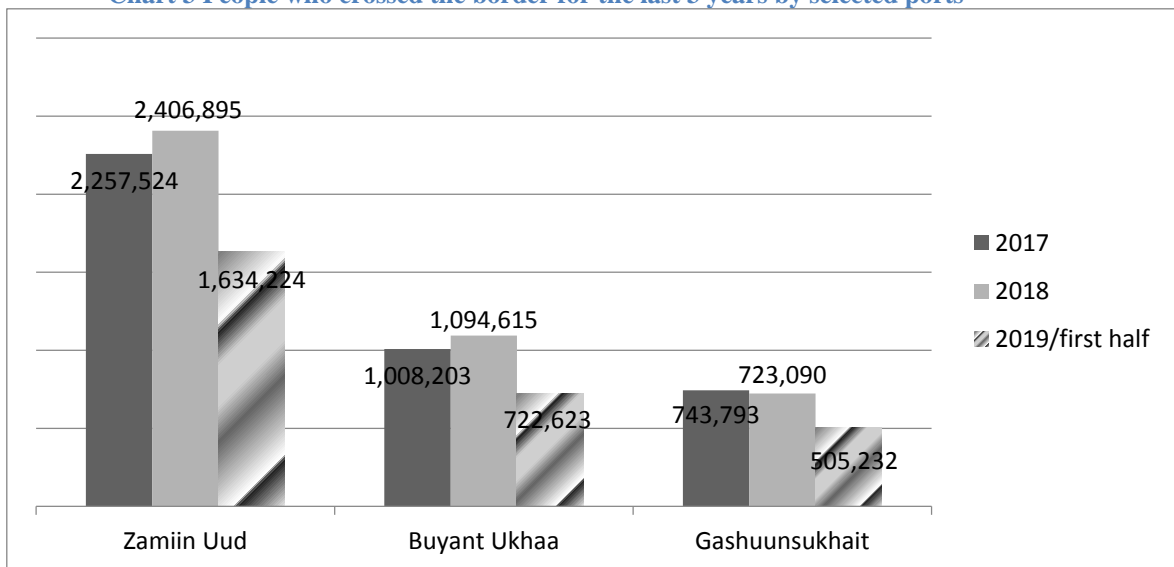
There are 46 border checkpoints in Mongolia, of which 14 international ports, 25 two sided ports of which are only 2 counties citizens should crossing border checkpoint and 7 transit checkpoints. These ports are considered for a classification category: 4 airport, 3 railway checkpoint, and 39 road checkpoints are operating in Mongolia. As of the last 3 years, 16,136,323 passengers traveled through the in Mongolian checkpoints, while the selected border checkpoints crossings reached 11,096,199 passengers across the country boundary during the last 3 years.

Chart 2 People who traveled through Mongolia during the last 3 years



Source: (Unified statistical database, 2019)

Chart 3 People who crossed the border for the last 3 years by selected ports



Resource: (Unified statistical database, 2019)

From the number of border crossings passengers of the selected ports, Buyant Ukhaa, Zamiin Uud and Gashuun Sukhait checkpoints, these checkpoints are appears to be a burden than other checkpoints. There is a possibility that ethical violations are likely to be associated with selected checkpoints more than other checkpoints. From this we can see that these three checkpoints can be chosen as the object of research, which is statistically significant.

4.1.4. Data Processing Method

Analyze data collected through statistical quantitative surveys and questionnaires will focus on content analysis, to summarize and analytical method.

Processing of data collected through questionnaire will be processed by MS-Office Excel and compile data and comparisons.

4.2. Data Processing and Analysis of Research

In order to study the effect of individual factors on the implementation of the Code of Conduct for civil servants and to assess the effectiveness of individual influences, three main checkpoints officers of the Mongolian Border Protection Agency were under surveyed, which were considered as the representatives of the officers of the Border Port Security and Passport Control Authority of Mongolian BPO.

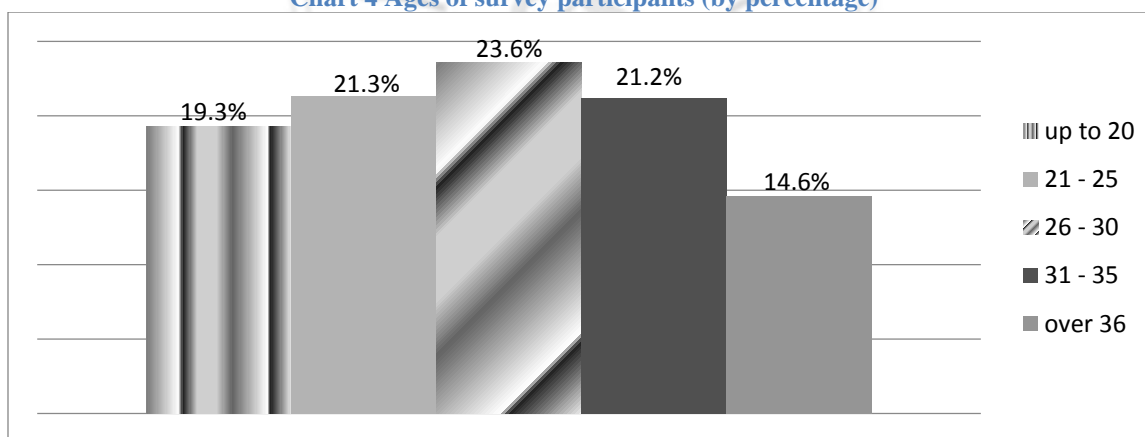
ETHICAL INTERPERSONAL RELATIONSHIP FACTOR QUESTIONNAIRE

4.2.1. Personal Information (Question №1 - №7)

The characteristics of participants in the questionnaire are based on the main indicators of age, gender, education, occupation, position of employment, duration of employment, and conclusions about whether the sample is being met by the population. As this study studies the effects of individual influences, considering the characteristics of the respondents, this is the baseline for comparison with specific factors related to individual factors. The questionnaire specifies the questions that determine the demographic characteristics of participants, allowing them to collect the data needed to make this comparison.

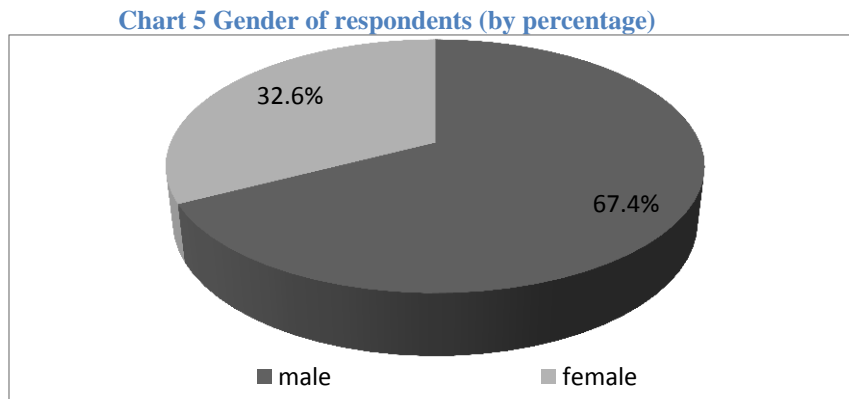
1. In view of the ages of the respondents, the survey sample is adequately provided.

Chart 4 Ages of survey participants (by percentage)



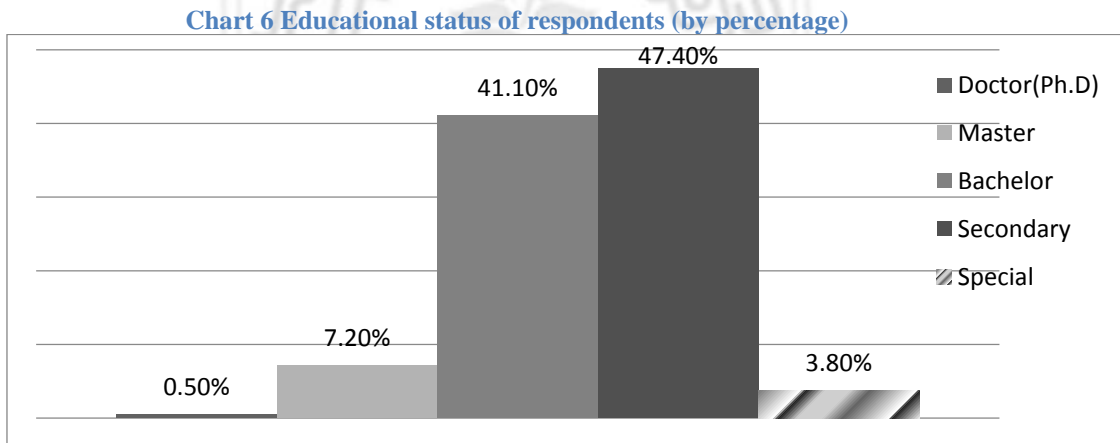
From the age of respondents, the average ratio of each age category is 2.3%, indicating that the Border Port Security and Passport Control Authority's staff has been able to equip every age group of their employees.

2. Comparison of gender of civil servants' status is 67.4 percent are male and 32.6 percent are female servants.



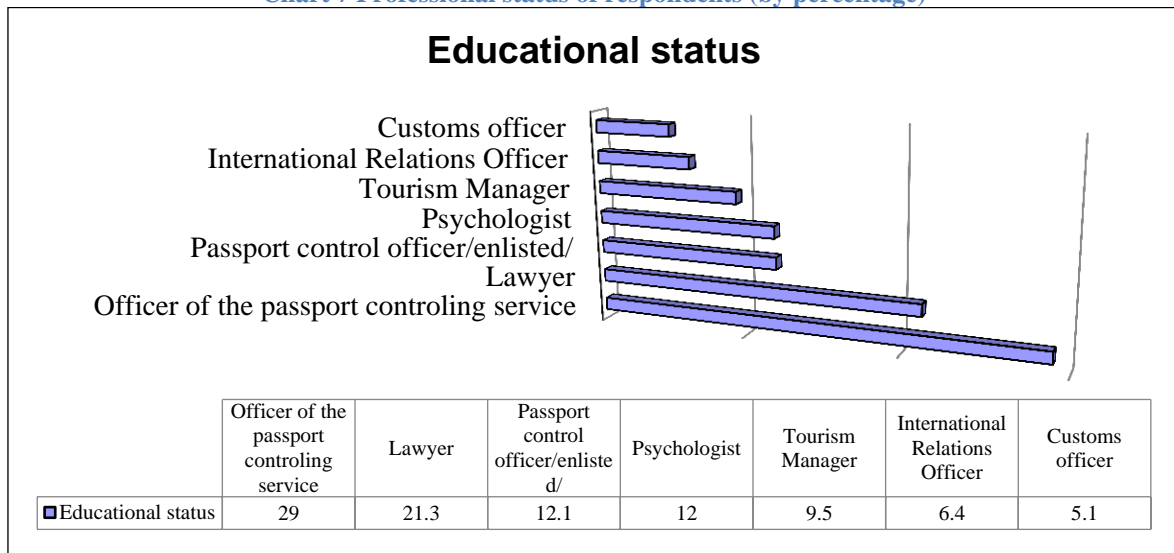
The proportion of women surveyed (32.6%) shows that the proportion of female employees (36%) in the total number of employees in the Border Port Security and Passport Control Authority of the Mongolian Border Protection Organization is fully representative.

3. In view of the education status of respondents, most of the participants are bachelor (41.1%) and secondary (47.4%) education. This is the result of people who finished the questionnaire from passport controlling officers, sergeants and soldiers and measures to prevent the influence on the staff of commanders and chief of branch.



4. Shows on the profession of the participants, depending on the nature of the Border Port Security and Passport Control Authority of BPO operations most of the participants were Officer of the Passport Controlling Service (29%), Lawyer (21.3%), Passport controlling officer /enlisted/(12.1%), Psychologist (12%), Tourism Manager (9.5%), International Relations Officer (6.4%) occupy most of the employee.

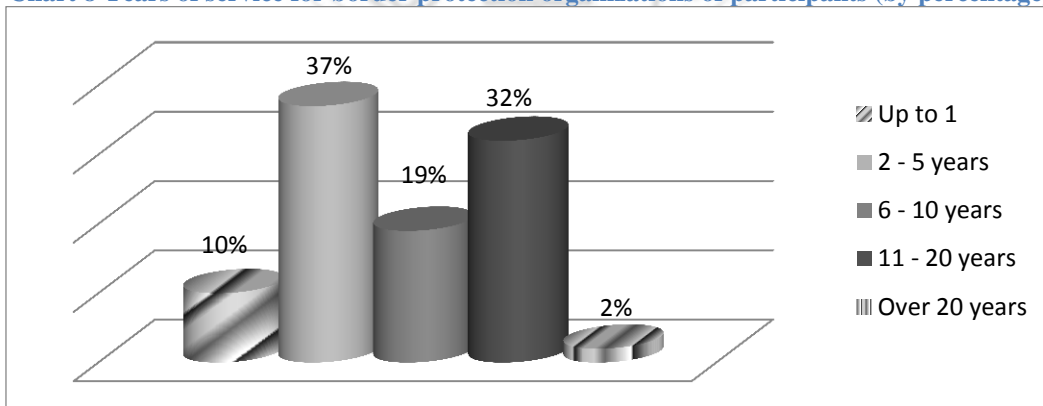
Chart 7 Professional status of respondents (by percentage)



5. Considering the representatives of the respondents for the years of service at the Mongolian border protection organizations, the maximum percentage of employees, who work for 2 to 5 years (47%), then 32% for 11 to 20 years, and over 21 years was minimum (2%) percentage.

From here, it is possible to represent an experienced officers for a period of time or common employee who working in the Border Port Security and Passport Control Authority. And it is assumed that 10% is of staff members who are newly employed or employed for up to 1 year can fully represent this type of personnel.

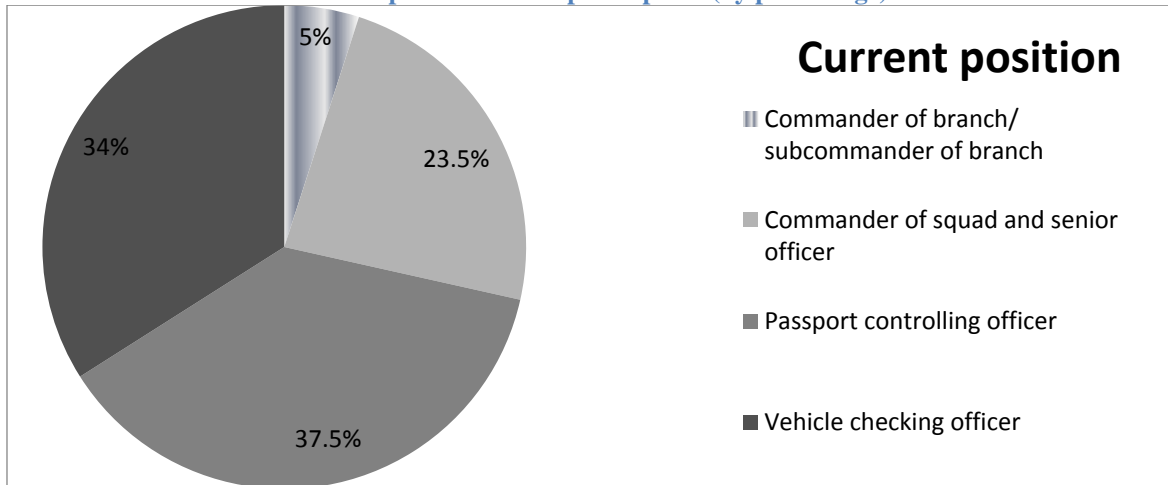
Chart 8 Years of service for border protection organizations of participants (by percentage)



6. Consider the position of the respondents; Commander of branch/ Subcommander of branch 5%, commander of squad and senior officer 23,5%, Passport controlling officer 37.5%, Vehicle controlling officer 34%.

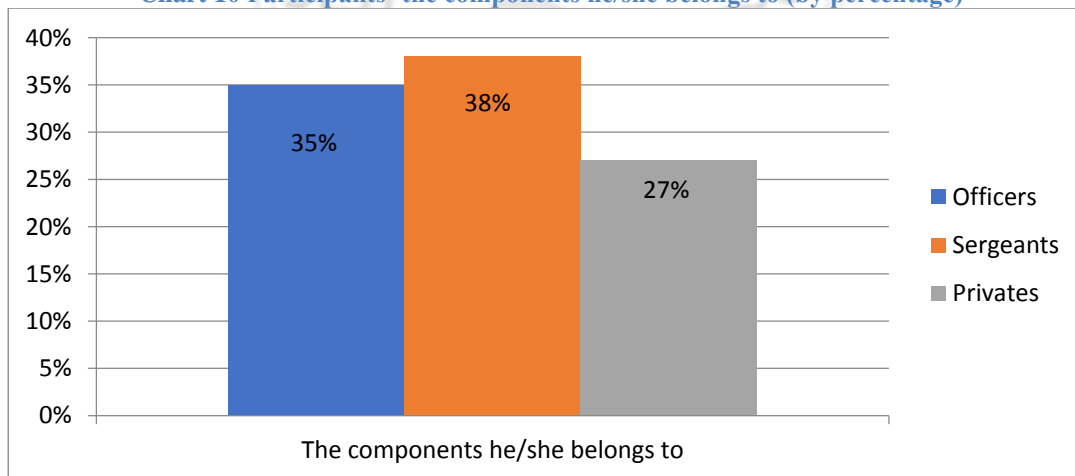
In other words, the survey finds officers who work on the day-to-day controlling of the documents, the enforce of the ports rule, the checking of the vehicles, like who work face to face of the public are often included in the this questionnaire.

Chart 9 Current positions of the participants (by percentage)



7. The participants' the components he/she belongs to. Officers 35%, sergeants 38%, privates 27%. And it shows this indicates that the respondents are relatively equal in terms of the components involved.

Chart 10 Participants' the components he/she belongs to (by percentage)



“Mongolian Civil Servants’ Ethical Misconduct: A Case Study of the Mongolian Border Port Security and Passport Control Authority Officers” is based on the questionnaire, and the characteristics of the questionnaire are comparable to the nature of the civil servants of the Border Port Security and Passport Control Authorities' and it is assumed that the appropriate sample is satisfied. Sample survey respondents represent a partial representation of their authorities' servants and it will reduce the likelihood of errors in the survey data.

4.2.2. The Survey Data was Collected and Analyzed to Examine the Research

(Question №8 and №9)

Assumptions within the scope of the study and to examine the question of inquiry into the questionnaire on the questionnaire related to ethics related to the three main ports of the Border Port Security and Passport Control Authority of the Mongolian Border Protection Organization.

Adherence to ethical standards by civil servants depends on their basic issue of ethics, the border port security and the passport control authority's staffs' service standards, their decision-making processes, and the established code of ethics. Therefore, the survey questionnaire of my thesis has investigated these issues.

8. The common questions related to the core ethics of the research will find participants' main conception of moral and the basic understanding of ethics and please select the appropriate number in the answer field.

1- Fully agree 2- Agree 3- Do not know well 4- Disagree

Issues	1	2	3	4
Individual behavior is directly related to the person's ethics.	25%	43%	16%	16%
Individual ethics influence the personal role of their duty.	39%	27%	20%	14%
The Written Code of Ethics is essential for civil service.	29%	51%	14%	6%
The situation of the family influence to the role of the office.	10%	9%	16%	65%
The political and economic situation is directly related to the ethics of civil servants.	14%	32%	17%	37%
Other people's relationships can influence in civil servants ethics and their duty.	28%	36%	19%	17%
Education has an important role in personal morality.	28%	49%	21%	2%
Social psychological trends play an important role in personal morality.	48%	37%	15%	-
Regular training of ethics is essential for public service ethics.	26%	49%	14%	11%
The current situation, psychological instability, and stress affect the individual's conduct of ethical misconduct	35%	42%	9%	14%

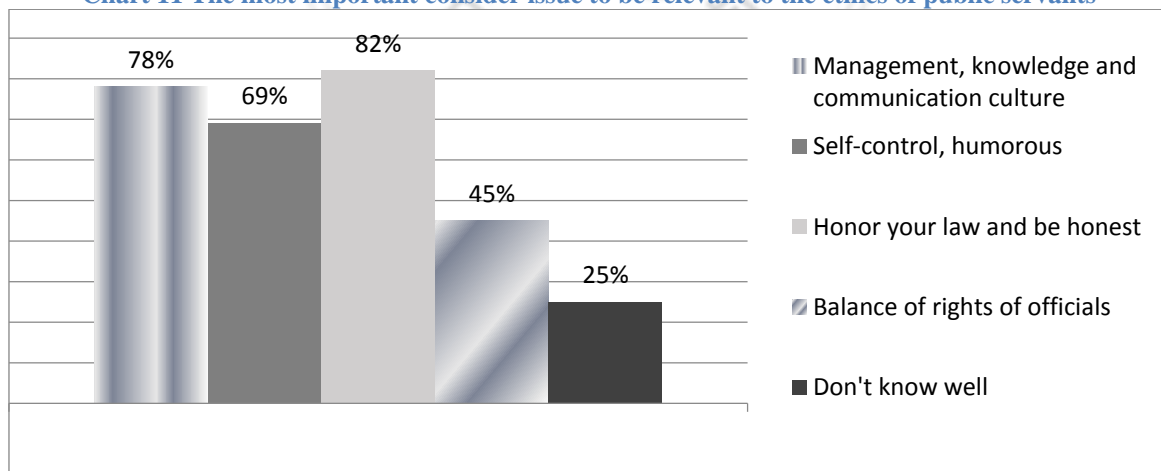
The above table shows that the Individual behavior (fully agree 25%, agree 43% total 68%), the relationships of other people харилцаа (fully agree 28%, agree 36% total 64%), the knowledge and education of the civil servant (fully agree 28%, agree 49% total 77%), the social psychological trends (fully agree 48%, agree 37% total 85%), the training of ethics (fully agree 26%, agree 49% total 75%), the current situation, the psychological instability and the stress (fully agree 35%, agree 42% total 77%), have a significant effect on ethics

It also shows that individual ethics has an important impact on the performance of the individual, 66% of respondents agree (fully agree 39%, agree 27%). But it shows family and home situation is don't influence on civil servant ethical behavior (do not know 16%, disagree 65% total negative 81%), And it shows political, socio-economic status is also not so important in the duty and ethics of military personnel (positive 46%, negative 54%).

9. In your opinion, choose what you consider to be relevant to the ethics of public servants.
(several answers can be chosen)

- a) Management, knowledge and communication culture 78%
- b) Self-control, humorous 69%
- c) Honor your law and be honest 82%
- d) Balance of rights of officials 45%
- e) Don't know well 25%

Chart 11 The most important consider issue to be relevant to the ethics of public servants



The answer shows that most important consider issue to be relevant to the ethics of public servants' honor your law and honest (82%), management, knowledge and communication culture 78% and self-control, humorous (69%). From here, it is important that the rule of law is most important to the ethics of public servants and that every employee has a thorough study of the law. If any servant well knows the law and rule it could evident that there is a factor in reducing ethical misconduct.

4.2.3. Ethics of BPS and PCA Staffs of Mongolian BPO.

(Question №10 - №18)

This section includes questions related to ethics and ethical misconduct of a civil servant in order to clarify the understanding of the Code of Conduct and its potential ethical factors for the border port security and passport control authority.

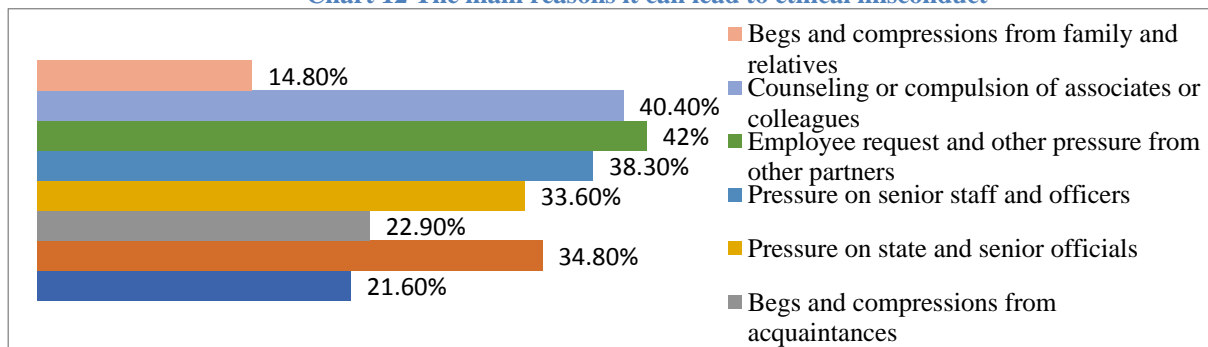
10. What are the main reasons you can lead to ethical misconduct of public servants in your opinion? (several answers can be chosen)

a. Political, social and economic conditions	21.6%
b. Due to lack of familiarity with the laws and other relevant documents	34.8%
c. Beggings and compressions from acquaintances	22.9%
d. Pressure on state and senior officials	33.6%
e. Pressure on senior staff and officers	38.3%
f. Employee request and other pressure from other partners	42%
g. Counseling or compulsion of associates or colleagues	40.4%
h. Beggings and compressions from family and relatives	14.8%

The main impact that can lead to ethical misconduct of civil servants is to compare the responses to question №8 in order to clarify the causes and factors. Due to lack of familiarity with the laws and other relevant documents 34.8%, pressure on senior staff and officers 38.3%, Pressure on state and senior officials 33.6%, Counseling or compulsion of associates or colleagues 40.4 %, Employee request and other pressure from other partners 42% and those the frequency of factors are 2.27 ± 1.22 . And this survey shows that 1-3 factors are frequently occurring in a single public servant.

Summarize the answer to the question “What are the main reasons you can lead to ethical misconduct of public servants in your opinion?”, 21.6% of the respondents answered political, social and economic conditions, also 22,9% answered beggings and compressions from acquaintances, and 14,8 % answered beggings and compressions from family and relatives.

Chart 12 The main reasons it can lead to ethical misconduct



It shows clearly from this that co-workers and other partner organizations have the greatest influence on one other's ethics, and it appears next place that the pressure from high-level leaders, senior officials and high-ranking officials is part of the pressure. Furthermore, it is evident that the main reason for ethical misconduct is due to inadequate knowledge of legal and regulatory practices by the public servants.

11. Do you prioritize the factors that can lead to ethical violations when you are in charge of your thinking?

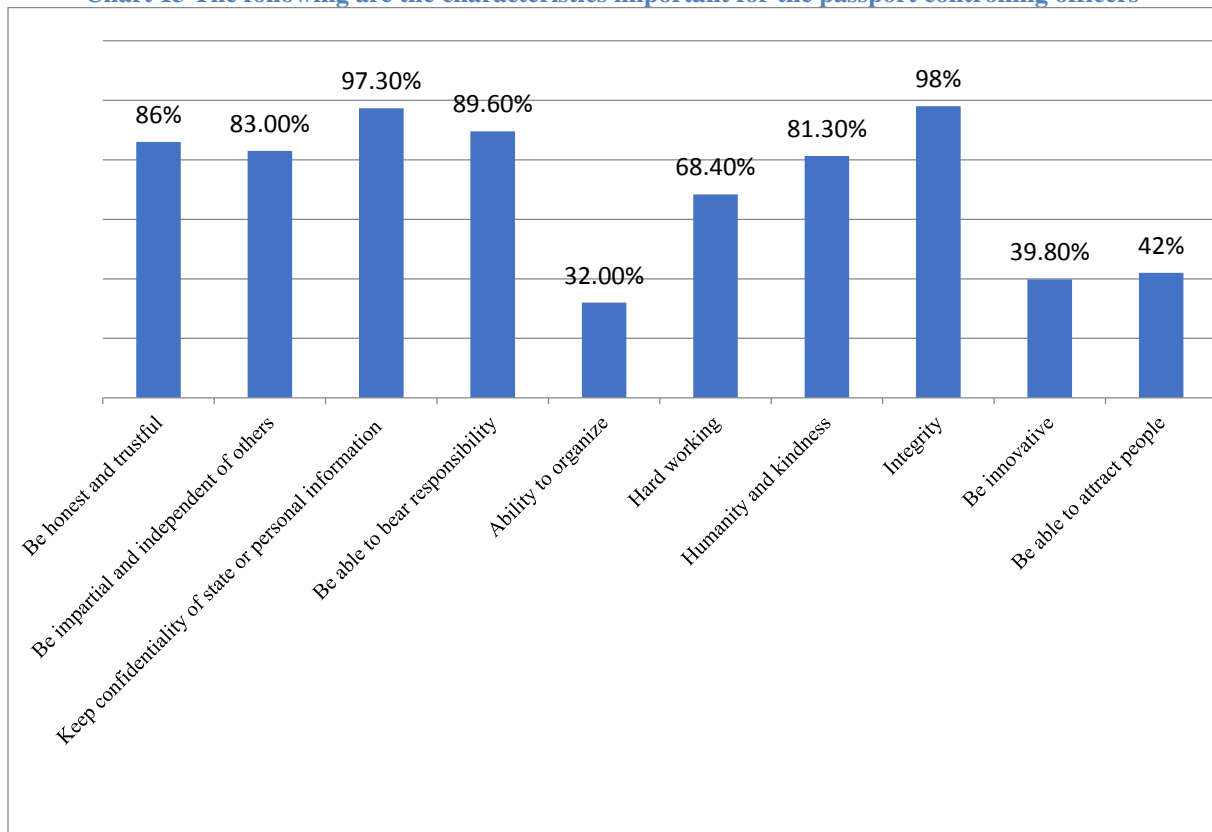
a. Other border inspection staffs request and begs	52.6%
b. Employee request and begs	43%
c. Public provocation and incision	41.7%
d. Pressure of senior officials	32.7%
e. The instability of the legal environment	24.9%
f. Financial and economic situation	19.3%
g. Classmates and acquaintances request and begs	16.1%
h. Political and social situation	15.8%
i. Begs and compressions from family and relatives	14.2%

In comparison with questions №8 and №10, 52.6% of respondents answered “Other border inspection staffs request and begs”, and 43% “Employee request and begs”. So it shows other border inspection staffs and colleagues higher influence public servants’ ethics. And also 41.7% was answer public provocation and incision and current situation. From here: evident that the individual influences on public servants' ethics beyond the other interpersonal relationship influences.

12. Which of the following are the characteristics important for the passport controlling officers? (several answers can be chosen)

a. Be honest and trustful	86%
b. Be impartial and independent of others	83%
c. Keep confidentiality of state or personal information	97.3%
d. Be able to bear responsibility	89.6%
e. Ability to organize	32%
f. Hard working	68.4%
g. Humanity and kindness	81.3%
h. Integrity	98%
i. Be innovative	39.8%
j. Be able to attract people	42%

Chart 13 The following are the characteristics important for the passport controlling officers



The above responses show that respondents of the survey are answered that integrity (98%), keep confidentiality of state or personal information (97.3%), be able to bear responsibility (89.6%), be honest(86%), humanity and kindness (81.3%) is important for passport control officers.

In the Code of Behavior of BPO ratified on 27th of June, 2012:

4. Principles of officers' of the Border Protection Organization:

4.1. Strictly obey the law;

4.2. Respecting and protecting human rights, freedom and legitimate interests;

4.3. Respect and obey for the International Treaties of Mongolia

4.4. Obey the ethics of diplomatic service;

4.5. Be honest

4.6.....

5. Code of ethics of staff

..... 5.2. Strict confidentiality of state, organizational and personal information;

....5.13. There shall be no discrimination in any form of promotion or criticism of any political force, nor shall any party have no nationality of coalition (The Code of Behavior of BPO, 2012);

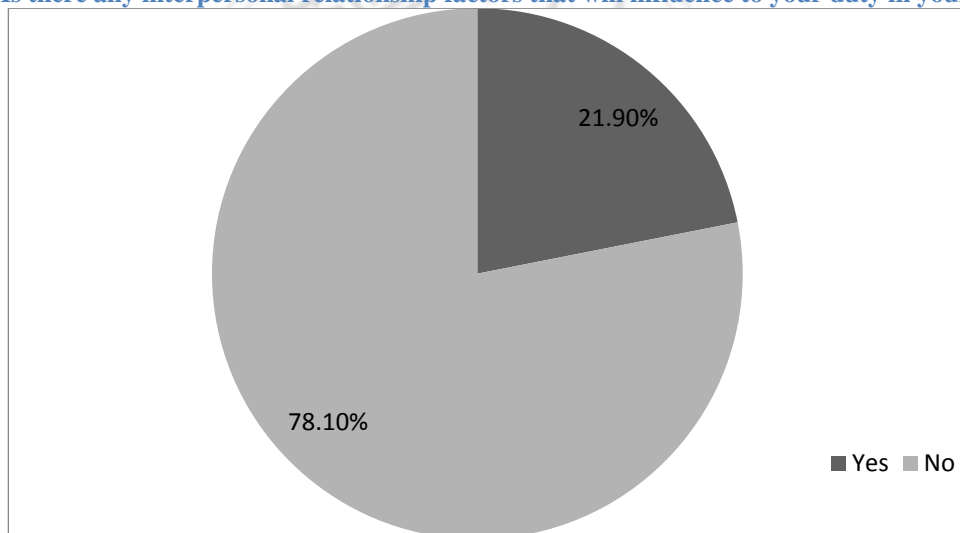
Comparing the principles and requirements set out in the Code of Ethics above with the respondents' responses, the Passport Control Officers are aware of the basic requirements of maintaining ethical standards and and they trying important to work ethic. Although the answer to the question of "fully studied or not the Code of ethics and rules" contained in the questionnaire were not satisfactory, it is possible to conclude that employees know needs to be ethically qualified.

In terms of integration of the personal characteristics of the Passport Controlling Officers, 98% of respondents are integrity, 97.3% are keep confidentiality of state or personal information, 89.6% are be able to bear responsibility, 86% are be honest and trustfull, 81.3% humanity and kindness they have to say that they should be somewhat and the frequency of the most important personalities is 5.59 ± 1.40 , and the 4-7 characteristics of the public servants of the Passport control authority body overlap.

13. Is there any interpersonal relationship factors that will influence to your duty in your job?

- a) Yes
- b) No

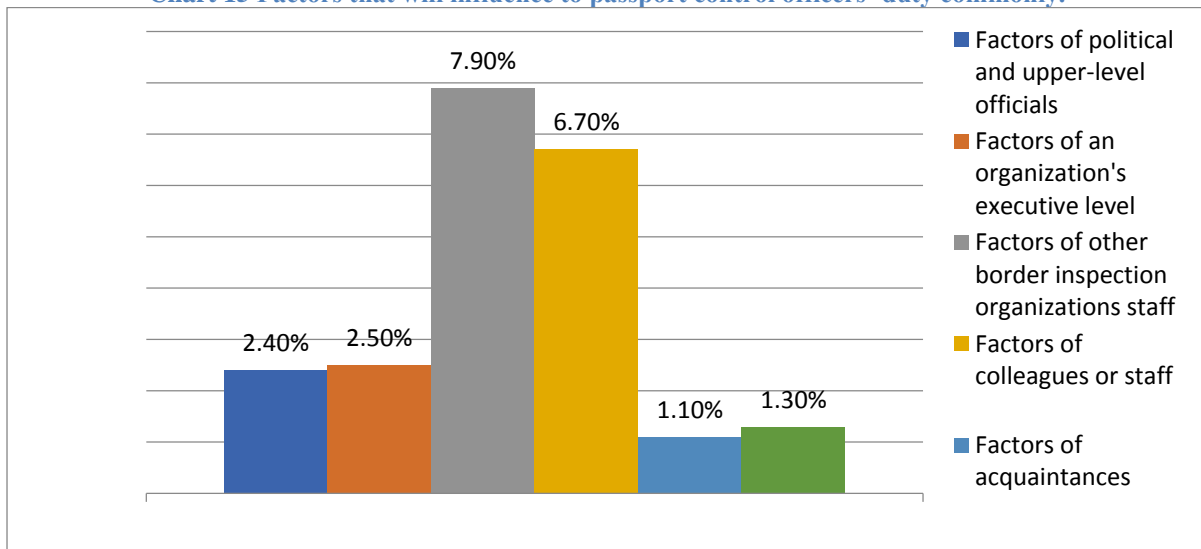
Chart 14 Is there any interpersonal relationship factors that will influence to your duty in your job?



If yes what kind factors that will influence to your duty commonly? Sort it by case.

- a) Factors of political and upper-level officials___
- b) Factors of an organization's executive level___
- c) Factors of other border inspection organizations staff___
- d) Factors of colleagues or staff___
- e) Factors of acquaintances___
- f) Factorsof family and relatives___

Chart 15 Factors that will influence to passport control officers' duty commonly.

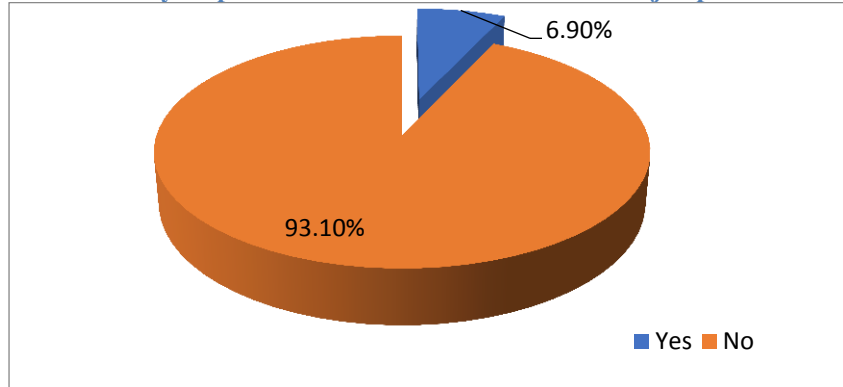


The question “Is there any interpersonal relationship factors that will influence to your duty in your job?” was asked to examine whether there was any pressure on the public servants to carry out their duties in accordance with ethical principles. Based on the answers given above, 78.1% of the surveyed respondents replied No that they are can be independent and free to perform their job or have no interpersonal relationship influence or pressure and it can shows it's positive answer. However respondents of the survey answered factor of political and upper-level officials 2.4%, factor of an organization's executive level 2.5%, and factor of other border inspection organizations staffs 7.9%, factor of colleagues of staff 6.7% and it should attracted attention problems. In other words, it is the Passport Control Authority officer to perform its duties independently without any interpersonal relationship influence but which is their exclusive and senior staff and political and upper level officials trying to influence on their duty, it shows state specialized servants have many interpersonal relationship individual influences.

14. Have you ever had any suspicions or criticisms related to your job performance?

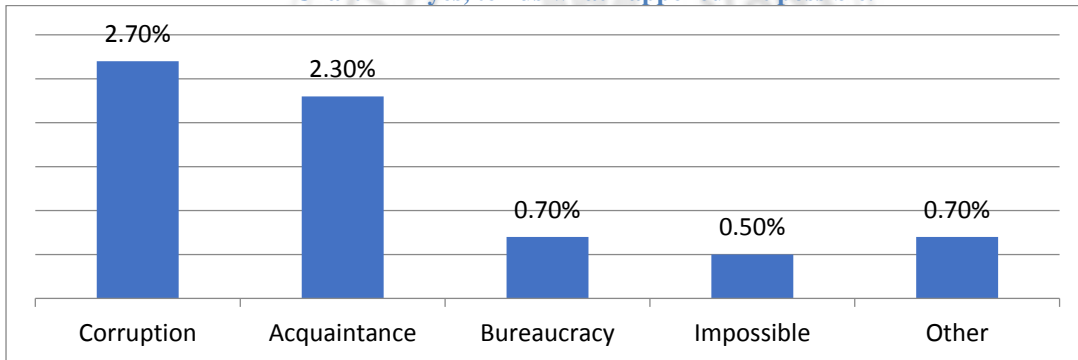
- a) Yes b) No

Chart 16 Any suspicions or criticisms related to his/her job performance



In this question 93.1% of the surveyed respondents replied that they are haven't any suspicion or criticism related to their job performance. But 6.9% of participants had any doubt or criticism, especially there is a lot of suspicion that to get money and serving without queue (2.7%), also serving without queue for the acquaintances (2.3%) and complain that it is bureaucracy (0.7%) was most of them.

Chart 17 If yes, tell us what happened if it possible.

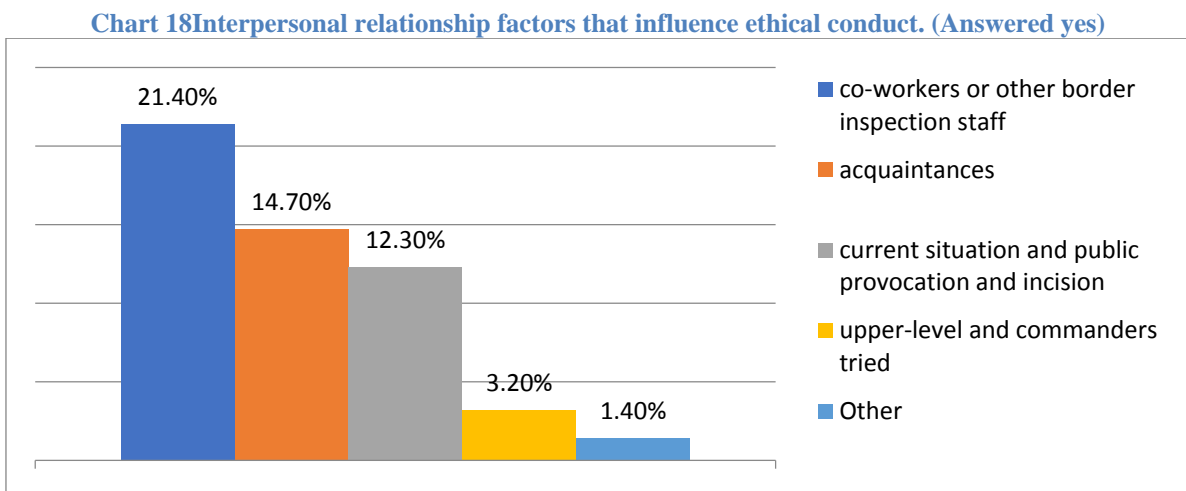


From here most of suspicion was influence from serving without queue, in other word influenced by individual interpersonal relationship factor.

15. Have you ever had any interpersonal relationship factors that influence ethical conduct when you do your duty?

- a) Yes b) No

For this question 53% of respondents answered yes. And most common answer was co-workers or other border inspection staff trying to influence to the ethics (21.4%) and acquaintances were (14.7%), current situation and public provocation and incision was 12.3%, and upper-level and commanders tried influence was 3.2%.



In this answer shows to us that every 1 out of 2 servant in the passport controlling officers' have an influence from other individual on their ethics and their duty.

16. Whether you have been involved in disciplinary and ethical misconduct over the last two years?

- a) Yes b) No

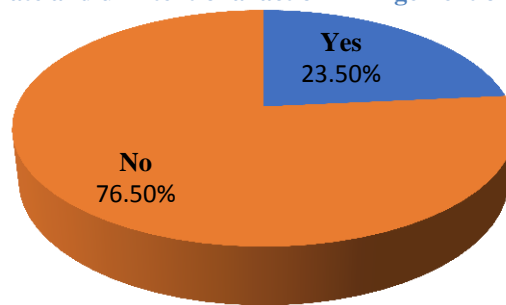
In this question was answered 97.8% "No" only 2.2% of respondents "Yes". It shows Passport Control Authority's officers obey Code of Ethics, and other rule in their duty. And it is shown positive result. But none of all fully obey it in practice. It means need to study ethical misconduct in the Passport Control Office.

17. Have you ever committed a deliberate and unintentional act of infringement of BPO's service standard when you were performing your duties?

From the respondents, to get answer the question of "Have you ever committed a deliberate and unintentional act of infringement of BPO's service standard when you were performing your duties?" 23.5% of respondents answered "Yes", 76.5% answered "No". It is a most important

problem of fact that there is a deliberate or accidental breach of service standards for the Border Protection Organization, which is the basis of ethical misconduct.

Chart 19 Committed a deliberate and unintentional act of infringement of BPO's service standard



18. In your opinion, how often do your colleagues violate the service standards and the code of ethics?

- a. Very often
- b. Often
- c. Seldom 1.8%
- d. Rare 92.9%
- e. Very rare 5.3%

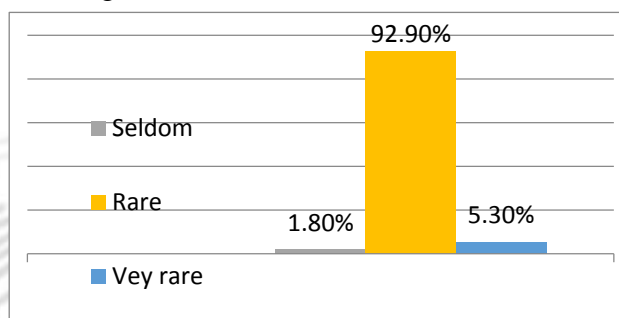


Chart 20 How often do your colleagues violate the service standards and the code of ethics?

The answer to the above questions is clear that violations of service standards and ethical violations are occurring. However, it is clear that the time and frequency of distances are shows rare (92.9%) and very rare (5.3%).

4.2.4. About the Decision-Making Process

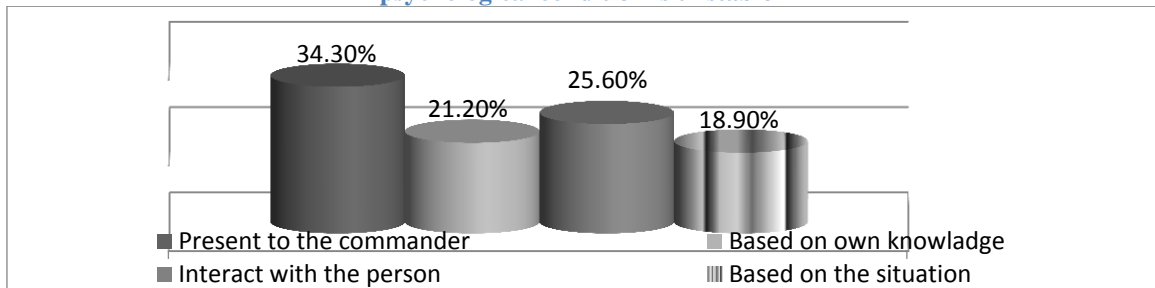
(Question №19 - №22)

In this section, Passport Controlling Authority's officers are being questioned which aimed at determining the decision-making process of the personnel and the performance of their personnel. And the purpose of the decision-making process is to clarify how ethical and moral action can be taken. These questions are also taken from practical example that individuals in the case of a civil servants' ethics who may influence public officials in making ethical decisions.

19. When you are in your duties, one of your passenger who beg your friend, has physical and psychological condition is unstable. How do you make decision?

- a) Present to the senior officers and submit to the commander's decision 34.3%
- b) Make decisions based on your knowledge and experience 21.2%
- c) Interact with the person and make a decision on the basis of disclosure 25.6%
- d) Make decisions based on the situation 18.9%

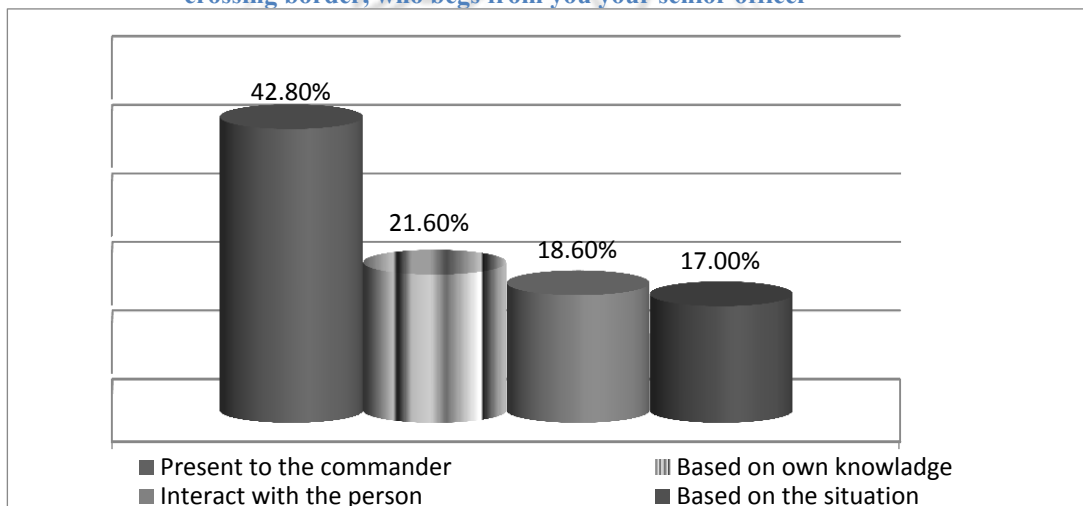
Chart 21 Decision making example by “One of your passenger who beg your friend, has physical and psychological condition is unstable”



20. How do you make a decision when a person who is drunk and want to crossing border, who begs from you your senior officer?

- a) Present to the senior officers and submit to the commander's decision 42.8%
- b) Make decisions based on your knowledge and experience 21.6%
- c) Interact with the person and make a decision on the basis of disclosure 18.6%
- d) Make decisions based on the situation 17%

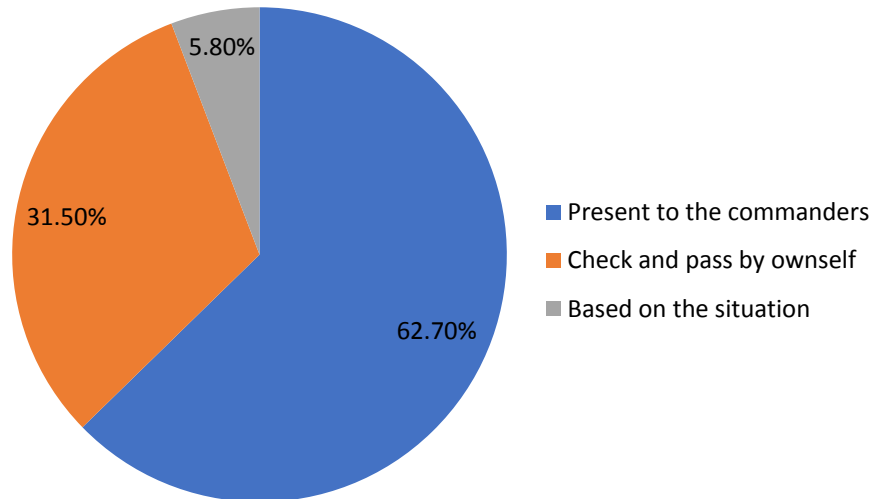
Chart 22 Decision making example by “How do you make a decision when a person who is drunk and want to crossing border, who begs from you your senior officer”



21. When you are on your duties, one member of your family has arrive to crossing border.
How do you make decision?

- a) Present to the senior officers and submit to the commander's decision 62.7%
- b) Check and passing by yourself 31.5%
- c) Make decision based on the situation 5.8%

Chart 23 Decision making example by “When you are on your duties, one member of your family has arrive to crossing border. How do you make decision?”

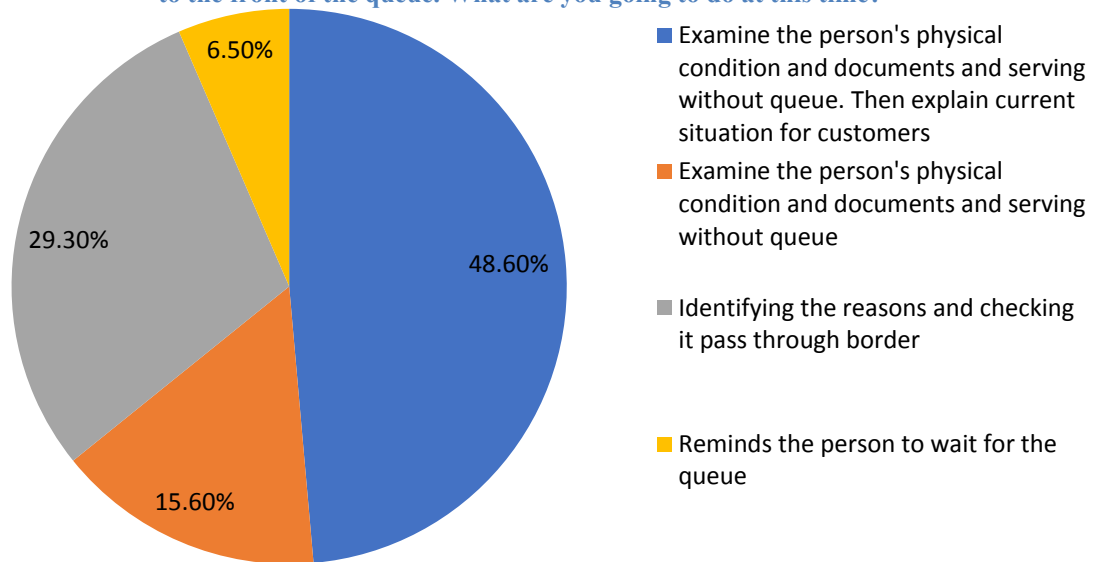


Of the three conditions above, 46.6% of the surveyed respondents stated that they would present commanders and obey the senior officers decision, and 24.7% answered that their decision would be based on their own experience and knowledge. This is to prove that the decision-making process of the Passport Control Officers is based on the provisions of the Code of Ethics applicable to the Mongolian civil servants as well as the experience of the their own. It is a good thing but it is result may to lead ethical misconduct. Because in the Mongolian laws about civil servants’ ethics and regulations and standards of service of BPO, it is clear to do duty by the commanders' obey that several cases are in line with their decision.

22. Someone who works with you during your busy schedule brings someone to the front of the queue. What are you going to do at this time?

- a) Examine the person's physical condition and documents and serving without queue. Then explain current situation for customers. 48.6%
- b) Examine the person's physical condition and documents and serving without queue 15.6%
- c) Identifying the reasons and checking it pass through border 29.3%
- d) Reminds the person to wait for the queue. 6.5%

Chart 24 Decision making example by “Someone who works with you during your busy schedule brings someone to the front of the queue. What are you going to do at this time?”



The 48.6% of respondents answered that they serving without queue and explain this situation to the customers, 29.3% identifying the reasons and pass through border and 15.6% serving without queue and wouldn't make any explain to the customers. In this result shows to us in the daily duty have individual influence on the Passport Control Authority's officer's ethic that factor on co-workers and staff or other Border Inspection Organizations' staff.

4.2.5. Additional Questions

(Question №23 - №26)

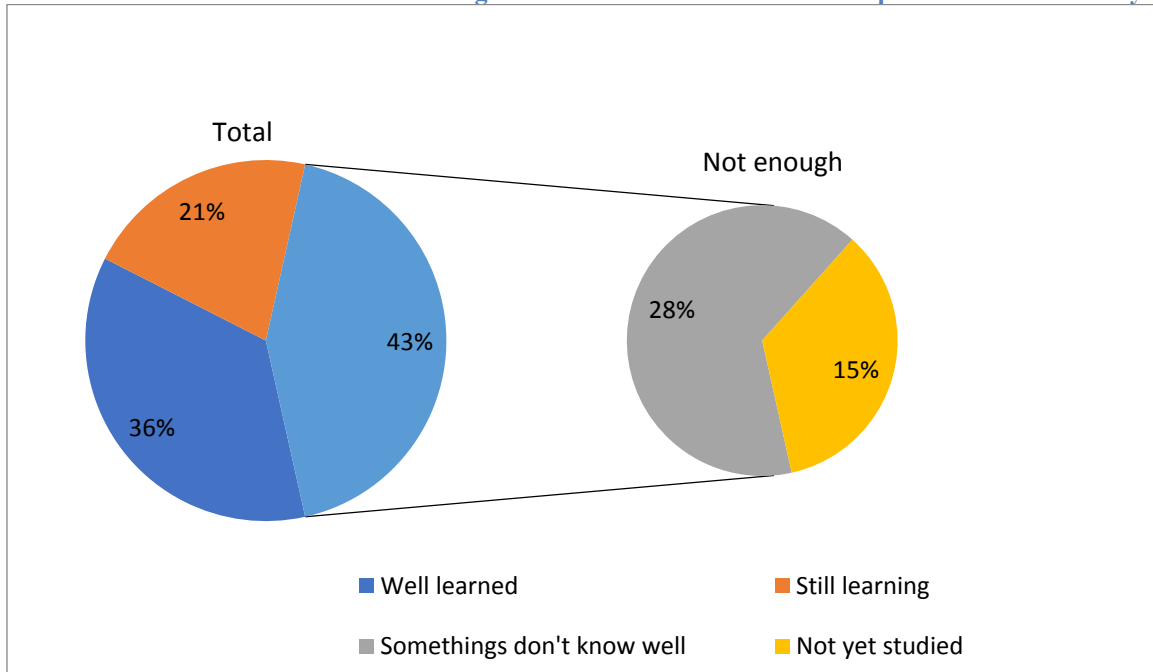
23. Have you studied Civil service law and its related provisions?

- a) Well learned 36%
- b) Still learning 21%
- c) Some things do not know well 28%
- d) Not yet studied 15%

Consider the “Have you studied Civil service law and its related provisions?” Well learned, 36% of respondents answered and the 36% is higher, but every civil servant must well learned about Civil Service law each of the relevant legal provisions and this is particularly important for the honesty do their duty especially for officials in the Border Protection Organization officers.

The Law on Public Service in Mongolia was revised and approved in December 2017 and is effective from January 2019, which it is likely to be related to the response answer that 21% of the respondents are "Still learning", 15% are "not yet studied," 28% are "somethings don't know well ". Nevertheless, it shows the lack of Civil Service Law's legal knowledge of the officers in Passport Control Service civil service.

Chart 25 Studied situation on the “Mongolian Civil Service Law” of the respondents’ of the survey



24. Have you thoroughly studied the Code of Conduct of BPO?

- | | |
|---------------------------------|-----|
| a) Well learned | 65% |
| b) Still learning | 21% |
| c) Some things do not know well | 14% |
| d) Not yet studied | - |

Chart 26 Studied situation Code of Conduct of BPO

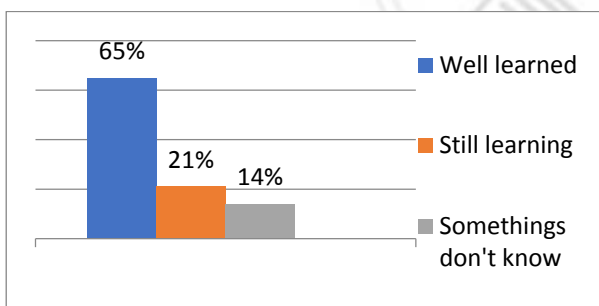
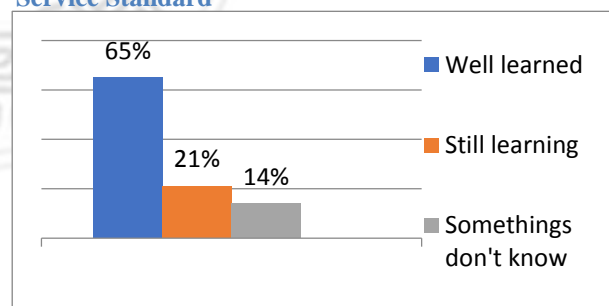


Chart 27 Studied situation Passport Control Service Standard



25. Have you thoroughly studied passport controlling officer's service standard?

- | | |
|---------------------------------|-------|
| a) Well learned | 83.7% |
| b) Still learning | 13.1% |
| c) Some things do not know well | 3.2% |
| d) Not yet studied | - |

When responding to the question "Have you thoroughly studied the Code of Conduct of BPO?", 65% of the surveyed respondents said "well learned", while 21% answered "still learning".

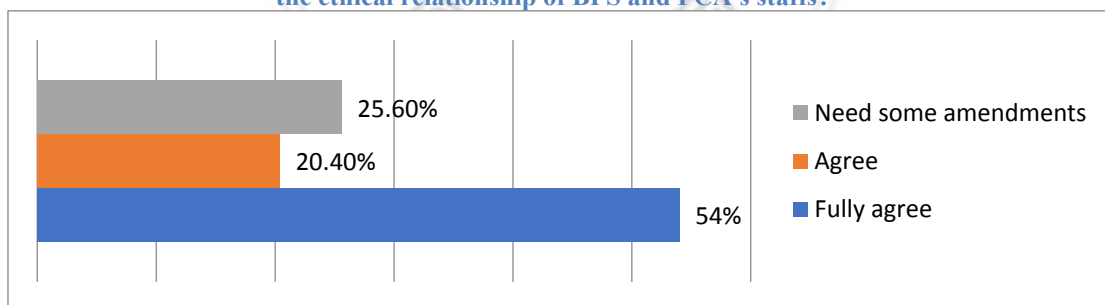
However, there are no "respondents who have not yet studied", yet 14% answered "somethings do not know". It concludes that the 65% higher percentage of respondents , but one out of every three don't knows something of the provisions of the code of ethics that as then as unsatisfactory.

When responding to the question "Have you thoroughly studied the Passport controlling officer’s service?", 83.7% of the surveyed respondents said "well learned", while 13.1% answered "still learning". However, there are no "respondents who have not yet studied", yet 3.2% answered "somethings do not know". From this point, it is clear that the Border Port Security and Passport Control Authority staff has well-aware of Passport Control Service standard requirements. Although it is related to day-to-day activities, it may be concluded that comparisons with previous questions indicate that the knowledge and skills of Border Port Security and Passport Control Authority staff ethics and service standards are sufficient.

26. Do you think these legal documents fully manage the ethical relationship of BPS and PCA's staffs?

- a) Fully agree 54%
- b) Agree 20.4%
- c) Need some amendments 25.6%
- d) Disagree; these legal documents cannot manage fully.

Chart 28 Answered situation of “Do you think these legal documents fully manage the ethical relationship of BPS and PCA's staffs?”



"Do you think the Code of Conducts of the Border Protection Organization and the Passport Control Service Standard can handle legal environment is on staff ethics ?", 54% of respondents answered "fully-agree" and 20.4% answered "agree", and 25.6% said "need some extra modifications". It is assumed that these two documents have been able to perform the duties of Border Port Security and Passport Control Authority officers ethically.

The above documentation studies show that the ethical rules and regulations related to do their duty by ethics on the Passport Controlling officers are sufficient. The Code of Conducts of the Border Protection Organization was adopted by the Commander of Border Protection Organization

of Mongolia on 27th of June, 2012. In May 2013, standards of service of Border Protection Organization were approved.

An analysis of the interpersonal relationship impacts was observed in keeping the ethics standards of public servants as the main research object in the three main ports of the Border Port Security and Passport Control Authority, namely the Buyant Ukhaa airport, Zamiin Uud railway checkpoint and Gashuun Sukhait road checkpoint.

In collecting the data needed, the survey has taken a questionnaire based on the requirements and other regulation reflected in the code of ethics, and a questionnaire has been developed to include a questionnaire involving state specialists in selected ports.

A total of 26 questions were received through the questionnaire. The respondents examined and analyzed whether their capacity to represent their population was representative of the Passport Control Authority Officers by basic demographic indicators such as age, sex, education, occupation, position status, duration of serving for Border Protection Organization.

According to this analysis, the survey of the specialists in these three ports shows that they have the capacity to represent Border Port Security and Passport Control Authority officials. This means that the data gathered within the survey is justified.

To ensure that ethical requirements and principles are to be learned by public officials as well as to ensure ethical standards for checking officers, no pressure from management and staff to commit unlawful acts, on the other hand, especially co-workers and other border control organizations The survey has been found to have a significant impact on ethical misconduct of employees. The focus of this chapter is that it is crucial to ensure that civil servants have a fair and ethical role in reducing this effect and in the absence of such impacts.

4.3. Analysis.

Based on the main issues and research objectives, the following two questions are centered to the study and have been analyzed. There are:

1. Is there any ethical misconduct caused by interpersonal relationship factors? And if so what are those?
2. What kind of interpersonal relationship factors that will influences to Passport control officers from individual relationship, when passport checking officers are fulfilling their duties?The answers to this thesis two questions are have been made for the following hypothesis:.

Hypothesis 1: To define the interpersonal relationship factors that will influence to lead ethical misconduct to the BPO officers, especially for the Passport controlling officers on the Border Checkpoint, and how to identify ways to prevent of them. There is pressure from state

specialized servants to interfere with the evils of the interpersonal relationship factor that will influence in keeping ethical standards.

Hypothesis 2: Individual personal influence has a greater influence on violation of ethical standards. Especially; commanders, colleagues, Border inspection officers (customs, quarantine and immigration officers etc.), friends, relatives influence than other influences.

Each of these hypotheses is based on the data gathered in the survey and whether it is confirmed and validated based on data processing.

The human factors that are part of the environmental factors are directly influenced by interpersonal relationship individual influences in order to comply with ethical standards of state specialized servants. That's why the research paper points out the question: "Is there any ethical misconduct caused by interpersonal relationship factors? And if so what are those?" and the first hypothesis was raised.

Hypothesis 1: To define the interpersonal relationship factors that will influence to lead ethical misconduct to the BPO officers, especially for the Passport controlling officers on the Border Checkpoint.

The Code of Behavior of Border Protection Organization has approved by the Head of Border Protection of Mongolia and the Border Troops' Commander in 2012 according by Mongolian Law on Civil Service. Officers of border protection organization are classified as state specialized servants according to the law Civil Service. The main functions of Passport Controlling officers are according to the Mongolian Border Law: to inspect passengers and vehicles across the state border, to ensure the security of the border port, to keep regulations in the border ports (Mongolian Border Law, 2016); To examine and document the of passengers passports and crossing documents, and to check transportation at state border, confiscate documents with violation and transfer them to relevant organizations (Mongolian Border Law, 2016); To plan and implement measures aimed at ensuring the safety of border and border ports of Mongolia (Mongolian Border Law, 2016). The feature of this activity is that they are required to maintain a code of ethics that maintains impartiality, trust, political neutrality, and confidentiality of information as a public official and adherence to ethical standards has a significant effect on their duty performance.

The above hypothesis was examined as to whether the impact of human-factors interpersonal relationship impacts on ethical norms on the questionnaire included in the questionnaire involving state specialized staffs of the selected three border ports in the study.

Factors that could lead to a violation of the duties of the Passport Controlling officers when they do their duty honestly and fair are:

- a. Other border inspection staffs request and begs
- b. Employee request and begs
- c. Public provocation and incision
- d. Pressure of senior officials
- e. The instability of the legal environment
- f. Financial and economic situation
- g. Classmates and acquaintances request and begs
- h. Political and social situation
- i. Begs and compressions from family and relatives

As seen from the above, it is noted that other officers of border inspection organizations staff, co-workers and staffs, the provocation and swirling of individuals and influences of political and upper level officials, and it shows that individual influences are higher than other factors in maintaining ethical standards.

Another requirement of Passport controlling officers are to work independently. Looks at the question on the questionnaire mentioned in the questionnaire though 63.1% of respondents answered that they can work independently however, this influence that they are in compliance with ethical standards, that officials and employees of other border inspection organizations (15.3%), their senior staffs and officers (8,5%), and their colleagues or staffs(8.2%) and individual influences are greatly influence.

The results of this analysis suggest that the ethical norms of state specialized servants may be linked to ethical misconduct and may be related to individual factors. From hereit's answered first question that "Is there any ethical misconduct caused by interpersonal relationship factors? And if so what are those?" and proved first hypothesis in this thesis.

The question was answered "What kind of interpersonal relationship factors that will affect the Passport control officers from individual relationships, when passport checking officers are fulfilling their duties?" and research focused to answer the second hypothesis.

Hypothesis 2: Individual personal influence has a greater influence on violation of ethical standards. Especially; commanders, colleagues, Border inspection officers (customs, quarantine and immigration officers etc.), friends, relatives influence than other influences.

If the first assumption is proved that there is human-related influence in maintaining the ethical standards of special civil servants and the second hypothesis is that the study has focused on examining individual personal influence has a greater influence on violation of ethical standards,

especially for commanders, colleagues, Border inspection officers (customs, quarantine and immigration officers etc.), friends, relatives influence than other influences.

Question №12 of the questionnaire which took the participants: 12. Which of the following are the characteristics important for the passport controlling officers? answered that answers to be integrity(98%), Ability to keep confidentiality of state, organization and individual(97.3%), be able to bear responsibility(89.6%), be honest and trustful (86%), be impartial and independent of others(83%) was the higher then others. Also, in the question №13 "Is there any interpersonal relationship factors that will influence to your duty in your job?" was 78.1% of the respondents answered "No". It had prove the fact that Border Port Security and Passport Control Authority's staff members are relatively independent, they are able to perform their duties independently. The respondents who answered "Yes", that the highest percentage said other border inspection organizations' sfatt, 7.9% and 6.7% from colleagues and staff.

It is also clear from the above answer that the commanders and senior officials (2.5%) and officials from political and upper-level authorities (2.4%) appear to have been trying particular influence and pressure. According to the this answers, public servants answered that they have a lot of influences for compliance with ethical standards, including those of other border inspection agencies' employees, colleagues, political and upper level organizations' officials, senior officers (commanders, subcommanders)and family members.

From the answer that question “What kind of interpersonal relationship factors that will influences to Passport control officers from individual relationship, when passport checking officers are fulfilling their duties?” showed us other Border inspection authorities’ staff, colleagues and staffs, also commanders and/or senior officials, political and upper level organizations' officials influences are higher than other interpersonal relationship influence.

The hypothesis 2 that "Individual personal influence has a greater influence on violation of ethical standards. Especially; commanders, colleagues, Border inspection officers (customs, quarantine and immigration officers etc.), friends, relatives influence than other influences" is fully confirmed.

CHAPTER FIVE CONCLUSION

5.1. Research Findings

In the course of the thesis, the purpose of this study is to "analysis and explain the interpersonal relationship factors that will have influence on the ethics of the BPO, especially the Passport controlling officers of the Border Port Security and Passport Control Authority, to study ethical norms" and to implement the following objectives:

To provide a background understanding on ethics of state specialized service based on modern and traditional ethical trends and theories and to evaluate the law, other legal acts, codes of conduct that constitute ethical norms for border guards and their enforcement.

In the first purpose, scientists and researchers' on civil service ethics and concepts studied research findings and public service ethics theory and determined the basic concepts and subjects of thesis.

In the theory of Ethics defined: as the modern concept of "ethics" is derived from the ancient Greek "ethos". The original meaning was "co-existence" and "rule of living together". Ethics is a philosophy of studying morals. Ethics teaches how to live right. It gives everyone the general direction of life, which allows you to compare your actions and make correction.

The founder of Positivism, Jeremy Bentham (1748-1832), is ethical and legal norms for others to compete with other people, and the requirement is that they are voluntarily obeyed or forcefully enforced by the government (Modern Eastern Philisophy, 2012).

The ethics norm and ethics of civil servants began in the 50s of the 20th century and began to investigate this issue very seriously. Ethics is a science that studies the general integrity of the individual's personality and the ethos of ethnomics. But morality is a long-term social development and is a good deed. Ethics seeks to resolve questions of human morality by defining concepts such as good and evil, right and wrong, virtue and vice, justice and crime.

Ethics and *morals* are both used in the plural and are often regarded as synonyms, but there is some distinction in how they are used.

- *Morals* often describes one's particular values concerning what is right and what is wrong
- While *ethics* can refer broadly to moral principles, one often sees it applied to questions of correct behavior within a relatively narrow area of activity

The ethical standards are the theories of the behavior of people in the community, or the standardized standards of behavior, and the behavior of the people as the set of requirements for

regulators, and based on these, by the state specialized servants ethics standards interpersonal relationship influence have been selected and studied.

Ethics are the uninformed laws of human relations. In other words, the principle that people are good and evil, fair and unfair, lies and truth, good and bad. Today, ethics is divided into theoretical and normative ethics.

1. Theoretical Ethics – explain the ethical and moral aspects of his or her position in the social communication system; describe the form and structure of behavioral consciousness

2. Normative ethics – People respond to issues such as moral principles and standards.

Professional ethic

Basic concepts of professional ethics: People live in daily life with legal norms and ethical standards. Ethics requires more than one moral ethical standard to apply for any professional activity, but also requires humanity and compassion to perform highly skilled occupations. In other words, the actions of civil servants always affect human rights, freedom, legitimate interests, dignity, and honor, and all that they do is only subject to social and legal requirements. Ethics, in some cases, is more powerful than legitimacy, it is that people have set themselves up without self-determination and regulate their behavior for a long time. Ethics has had a double effect on the establishment of a social atmosphere. Ethical cleanliness can have a positive impact on the society and become a condition for prosperity and, if deteriorating, is a detrimental effect and a basis for the decline in society

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The most common concepts of public service ethics include:

- Citizenship. Understanding that a person should participate in performing a role in the state and his / her social responsibility
- Patriotism. The emotional state of emergency in the face of prosperity and national traditions

- Professional responsibilities. The officer is aware of the social, state, and community responsibilities

- Honor. It is determined by the dedication and responsibility of the official duty and the generosity of the government and people.

- Justice. According to laws and regulations with peoples and citizens with civil servants, honest communication skills and characteristics (Public servant's ethics, 2015)

Secondly, based on ethical and moral theory studies, books, textbooks, and presentations, the Mongolian civil service's historical traditions, stages, and current development have been identified.

According to the researches and presentations of academics and researchers, it is possible to divide the views on ethics in Mongolia into the following:

- Ancient Empire. (Such as Hunnu, Suebe, and Jujang.)
- XIII - XIV cent. (During the Mongolian Empire)
- XV - XVIII cent. (The period of the Low Kings, the cracking phase of the Mongol Empire)
- XIX - The early twentieth century. (Manchu and Bogd Khan Mongolia)
- Modern period or the XX century socialist era
- New generation - from the end of the 20th century to the present

Historical traditions show that Mongolians have been particularly concerned about the ethics of civil service. From ancient times, Mongolians paid much attention to academics, education and ethics of government officials.

Next, the impacts of external and internal factors on the ethical conduct of public servants are has been determined based on theoretical research:

- Influences from political, socio-economic conditions
- Financial and economical influences
- The influences from the legaslative and rules
- Personal influences etc., and this thesis focus to personal individual factors and individual influences, have been undertaken.

In addition, a survey questionnaire has been developed based on the studies objective of conducting reports and textbooks on the concepts and attitudes of public service ethics and the Code of Behavior of the Mongolian Border Protection Organization.

To analyze the interpersonal relationship factors that will influence on the state specialized services officers' ethics by conducting questionnaire surveys. The research was carried out involving Border Port Security and Passport Control Authority staff of the Mongolian border protection

organization. The questionnaire has been selected and applied the Buyant Ukhaa airport, the Zamyn-Uud railway checkpoint and the Gashuunsukhait road port. These ports are fully representative of the other ports, like structures, staffs and activity. So those 3 port was main object of the thesis

To find out whether and how individual personal influence will affecting ethics on the BPO's officers, especially the Passport controlling officers when complying with ethical standards.

The findings of this survey on the ethics of civil servants have shown that state specialized servant have a high personal impact on maintaining ethical standards. In addition, the results of this study show that co-workers and other border inspection officers are more likely to be influenced than other influences and are more likely to be influenced by the ethical behavior of passport controlling officers.

From these perspectives, the environmental impacts of compliance with ethical standards of public servants are confirmed by the study hypothesis: To define the interpersonal relationship factors that will influence to lead ethical misconduct to the BPO officers, especially the Passport controlling officers on the Border Checkpoint, and how to identify ways to prevent of them. And topic will investigate what kind of the interpersonal relationship factors, especially from individual personal relationships' influence, it necessary to conduct research on the importance of reducing any ethical misconduct and ethical incidents during the implementation of the Border Checkpoint Office and Passport Controlling officers. There is pressure from state specialized servants to interfere with the evils of the interpersonal relationship factor that will influence in keeping ethical standards.

Finally, the findings and conclusions of the survey questionnaire are fully confirmed by the two hypothesis proposed in this thesis.

Hypothesis 1: There is pressure from state specialized servants to interfere with the evils of the interpersonal relationship factor that will influence in keeping ethical standards is approved that answer of question №1: "Is there any ethical misconduct caused by interpersonal relationship factors? And if so what are those? as seen from the above, it is noted that other officers of border inspection organizations staff, co-workers and staffs, the provocation and swirling of individuals and influences of political and upper level officials, and it shows that individual influences are higher than other factors in maintaining ethical standards.

For hypothesis 2 Individual personal influences has a greater influence on violation of ethical standards. Especially; commanders, colleagues, Border inspection officers (customs, quarantine and immigration officers etc.), friends, relatives influence than other influences approved

that the answer of question: What kind of interpersonal relationship factors that will influences to Passport control officers from individual relationship, when passport checking officers are fulfilling their duties?

In response to the questionnaire, it is approved that other border inspection agency's staff and officials and co-workers are more influenced by the unfair behavior of violating ethical standards than other influences such as political officials, upper-level officials, commanders, friends and family. In other words, 42% of survey respondents answered that the influence of other border inspection organization staffs and 40.4% on colleagues and staffs influenced the violation of their official duties, which was relatively high, that means one of 2-3 persons would be influenced by interpersonal relationship.

The results of the thesis mentioned above, regular training of ethics, general concept of ethics and the interpersonal relationships' impact of ethics on civil servants is one of the best ways to prevent such ethical misconducts.

5.2. Future Recommendation

In the future, for researchers who will study on civil servant ethics researcher's, I recommend the following recommendations.

1. The impact of political and social relations on the ethics of public servants is the most risky effect that can be second factor without of interpersonal relationships on this study. Further investigation of this impact will need to clarify the ways in which the public service and civil servants' ethics may be interconnected of the political external factors.
2. Observed during the thesis, when studying the ethical issues of public servants, a thorough examination of the effects and risks that a public servant may have on his or her own, as well as an individual's personality, education and maturity in connection with an ethical breach, and its maybe inless significant than interpersonal relationships' influences. These risks and influences are considered to be a complete independent study as a researcher, and it could be a topic of thesis.
3. During the study, economical situation and the structure, staffing and decision-making process of the public service as a interrelation between the civil service bureaucracy and the ethics of the public servant is one of the key factors that must be considered by the researcher who has been choose to undertake further research in this field. Therefore, researchers of similar topics are encouraged to carefully consider and address these relationship and factor.

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APPENDIX

Code of Behavior of BPO (inMongolian)

ХИЛ ХАМГААЛАХ БАЙГУУЛЛАГЫН АЛБАН ХААГЧИЙН ЁС ЗҮЙН ДҮРЭМ

Нэг. Нийтлэг үндэслэл

1.1 Энэхүү дүрмээр хил хамгаалах байгууллагын бүрэлдэхүүний үүргээ гүйцэтгэх явцад дагаж мөрдөх ёс зүйн хэм хэмжээ, түүнтэй холбогдсон үйл ажиллагааг зохицуулна.

1.2

Хоёр. Ёс зүйн дүрмийн эрх зүйн үндэс

2.1 Хил хамгаалах байгууллагын албан хаагчийн ёс зүйн зохицуулалтын үндэс нь Монгол Улсын Үндсэн хууль, Төрийн албаны тухай, Хилийн тухай хууль болон бусад хуулиуд,дүрмүүдийн хэм хэмжээ байна.

Гурав. Албан хаагчийн ёс зүйн зөрчил

3.1 Хил хамгаалах байгууллагын албан хаагчийн ёс зүйн зөрчил гэж холбогдох хууль болон энэ дүрмээр тогтоосон хэм хэмжээг зөрчсөн санаатай буюу санамсаргүй үйлдэл, эс үйлдэхүйг хэлнэ.

Дөрөв. Албан хаагчийн баримтлах зарчим

4.1 Хуулийг дээдлэн чанд сахин биелүүлэх;

4.2 Хүний эрх, эрх чөлөө, хууль ёсны ашиг сонирхлыг хүндэтгэж хамгаалах;

4.3 Монгол Улсын Олон улсын гэрээ хэлэлцээрүүдийг хүндэтгэн сахих;

4.4 Дипломат албаны ёс зүйг сахих;

4.5 Шударга байх;

Тав. Албан хаагчийн ёс зүйн хэм хэмжээ

Хил хамгаалах байгууллагын албан хаагч өдөр тутмын үйл ажиллагаандаа ёс зүйн доорхи хэм хэмжээг дагаж мөрдөнө. Үүнд:

5.1 Мэдлэг боловсрол, сахилга, хариуцлага, сонор сэрэмж, зан байдлаараа бусдын итгэл, хүндэтгэлийг хүлээх;

5.2 Төрийн болон байгууллага, хувь хүний нууцыг чанд хадгалах;

5.3 Захирах, захирагдах зарчмыг үйл ажиллагаандаа чанд мөрдөх;

5.4

Зургаа. Албан хаагчийн хориглох зүйл

6.1 Албан тушаал, хуулиар олгосон эрх мэдлээ хувийн зорилгод ашиглах, албан үүргээ биелүүлсэнтэй холбогдуулан шан харамж, бэлэг, бусдаас авах, шахаж шаардах, ятгах, зуучлах, болзол тавих, албаны нэр барьж сүрдүүлэх;

6.2 Хүнд суртал гаргах, иргэдийг чирэгдүүлэх, хүнлэг бус харилцах, танил тал харах, бусдын болон хамт ажиллагсдын нөлөөнд үл автах;

6.3 Улсын хилийн зөрчил гаргах, хууль бус үйлдэлд хуйвалдан оролцох;

6.4

Долоо. Ёс зүйн хэм хэмжээг төлөвшүүлэх ажиллагаа

7.1 Ёс зүйн хэм хэмжээ нь Хил хамгаалах байгууллагын албан хаагч байх, албан тушаал дэвших, шагнаж урамшуулах, сахилгын шийтгэл оногдуулахад харгалзах үзүүлэлт болно.

7.2

Найм. Ёс зүйн зөрчлийг хянан шийдвэрлэх

8.1 Ёс зүйн зөрчлийг дараах үндэслэлээр шалгана. Үүнд:

а. Байгууллага иргэдээс гаргасан өргөдөл, гомдол, мэдээлэл;

б. Дотоодын хяналт, шалгалтаар илэрсэн;

в. Шаардлагатай гэж үзвэл удирдлагын санаачилгаар;

г. Хэвлэл, мэдээллийн хэрэгслээр мэдээллэгдсэн;

8.2

Ёс. Ёс зүйн байдалд хяналт тавих

9.1 Албан хаагчийн ёс зүйн байдалд Хил хамгаалах ерөнхий газар.....гэмт хэрэг, зөрчлөөс урьдчилан сэргийлэх, цэргийн сахилгыг бэхжүүлэх зөвлөл хяналт тавина.

Standards of BPO staff (in Mongolian)

ХИЛ ХАМГААЛАХ БАЙГУУЛЛАГЫН АЖИЛ ҮЙЛЧИЛГЭЭНИЙ СТАНДАРТ

Зорилго: Энэхүү стандартын зорилго нь Хил хамгаалах байгууллагын албан хаагчдаас Монгол Улсын хууль тогтоомж, төрийн албаны зарчим, ёс зүйн хэм хэмжээг сахин биелүүлж, ажлын байранд ажил хэрэгч уур амьсгалыг бүрдүүлэх, үйлчилгээний чанарыг сайжруулах, хил хамгаалах байгууллагын стратегийн зорилтыг хангаж ажиллахад оршино.

Нэг. Нийтлэг үндэслэл

1. Эрхэм зорилго: Хил хамгаалах байгууллагын албан хаагчдын мэргэшсэн үйл ажиллагаанд чанарын ахиц гаргаж, гэрээт хилчдийн албыг төгөлдөржүүлж, бүсчилсэн хамгаалалтын тогтолцооны үндсийг тавьж, бие бүрэлдэхүүний нийгмийн асуудлыг шийдвэрлэх замаар төрөөс хилийн талаар баримтлах бодлогыг хэрэгжүүлэхэд оршино.....

2. Хамрах хүрээ: Энэ стандарт нь Хил хамгаалах байгууллагын офицер, ахлагч, гэрээт хилчин, ажилтан, албан хаагчдад хамаарна.

3. Хил хамгаалах байгууллагын үйл ажиллагааны зорилго

А.

В. Улсын хилээр зорчигч, тээврийн хэрэгсэл, мал, амьтан, ургамал, тэдгээрийн гаралтай түүхий эд, бүтээгдэхүүнийг шалган нэвтрүүлэх

Г. Хил зөрчигчийг илрүүлэх зорилгоор хил зөрчигчийн биед болон ачаа, тээврийн хэрэгсэлд үзлэг хийх

Д. Хилийн тухай хууль, тогтоомж зөрчигчдөд хариуцлага хүлээлгэх.....

Хил хамгаалах байгууллагын үйл ажиллагааны үндсэн зарчим

Хил хамгаалах байгууллагын албан хаагчид нь Хилийн тухай хууль, Монгол Улсын цэргийн дүрмүүд, Хил хамгаалалтын дүрэмд заагдсан нийтлэг үүргүүдийг мөрдлөг болгон ажиллахаас гадна дараахь үндсэн зарчмуудад тулгуурлан үйл ажиллагаагаа явуулна.

1. Хууль дээдлэх: Зөвхөн хуулийн хүрээнд үйл ажиллагаа явуулна.

2. Эрх чөлөө: Үйл ажиллагаагаа явуулахдаа хүний эрх, эрх чөлөөг хүндэтгэнэ.

3. Шударга ёс: Хил зөрчигчийн асуудлыг шийдвэрлэхдээ арьс, өнгө, шашин шүтлэгээр ялгаварлан гадуурхах явдал гаргахгүй байх.

4. “Үйлчлүүлэгч хаан”: Улсын хил нэвтрэх гадаад, дотоодын зорчигчдод үзүүлэх үйлчилгээг түргэн, шуурхай чирэгдэлгүй явуулах,

5. Иргэд, үйлчлүүлэгчийн хэрэгцээг бүрэн хангах,

6. Ажил хэрэгч, түргэн шуурхай байдлыг чухалчилах,

7. Үйл ажиллагаандаа шинийг эрэлхийлж байнга суралцаж байх.

8. Хариуцлага хүлээх.

Хоёр. Үйлчилгээнд тавигдах шаардлага

Хил хамгаалах байгууллагын ажилтнууд үйлчлүүлэгчтэй харилцах:

1. Үйлчлүүлэгчтэй харилцахдаа инээмсэглэн угтаж, “сайн байна уу”/”та сайн явж байна уу” гэж мэндчилэн, эелдэг зөв үг хэллэг хэрэглэн түүний өөдөөс нь харж, хүндэтгэлтэй хандан, сонсогдохоор ярина.

2. Үйлчлүүлэгчтэй харилцахдаа албаны, соёлтой асуулт, хэллэгийг хэрэглэнэ. Шаардлагатай тохиолдолд тухайн үйлчлүүлэгчид хийх ёстой үйлдлийг нь зааварчилж тайлбарлана. (Уучлаарай, та ямар асуудлаар явж байна, танд яаж туслах уу, та хил нэвтрэх эрхийн баримт бичиг /паспорт, виз/ ... шалгуулах ёстой гэх мэт)

.....

6. Үйлчлүүлэгчид үйлчилгээ үзүүлсний дараа “Танд баярлалаа” гэж талархал илэрхийлэн үйлчилгээг дуусгах бөгөөд “Баяртай/сайн яваарай” гэж үднэ.

Гурав. Хил хамгаалах байгууллагын ажилтны хувцаслалт, гадаад төрх, зан төлөв

Хил хамгаалах байгууллагын ажилтнуудын бие авч явах байдалд тавигдах шаардлага:

1. Ажлын байранд цэргийн дүрэмт хувцсыг холбогдох журам, зааврын дагуу иж бүрдлээр нь цэвэр нямбай хэрэглэнэ.
2. Ажилтны гутал, ботинк нь хар болон хар бараан өнгөтэй байх бөгөөд тогтмол тосолсон /өнгөлсөн/ байна

11. Үйлчлүүлэгчдийн зүгээс ирэх тааламжгүй харьцаанд ямар ч тохиолдолд эелдэг, төвшин байдалтай байж, сэтгэл хөдлөлийн огцом өөрчлөлтүүдийг илэрхийлэхгүй байна.

Дөрөв. Албаны телефон утсаар харилцах

Хилийн боомтод үүрэг гүйцэтгэж буй ажилтнууд утсаар үйлчлүүлэгчтэй харилцахад тавигдах шаардлага:

1. Харилцуурыг “...../цол, нэр/” эсвэл “..... боомт дахь хилийн шалган нэвтрүүлэх алба” байна гэж хэлж авах бөгөөд ямар асуудлаар хэнд хандаж байгааг лавлана.

5. Тухайн үйлчлүүлэгчийн сонирхсон асуултад бүрэн хариулсан гэж үзвэл “Баярлалаа, баяртай” гэж хэлээд яриаг дуусгана.

Тав. Үйлчилгээний үед хориглох зүйл

1. Үйлчлүүлэгчийн дэргэд бохь зажлах, зориулалтын бус газарт тамхи татах, чанга дуугаар ярилцах, инээлдэх, шивнэлдэх, зохимжгүй бүдүүлэг үг хэллэг хэрэглэх, хоорондоо нэр, хочоороо дуудалцах, маргалдах, хэрэлдэх, хувийн яриа дэлгэх.

8. Үйлчлүүлэгчийн гадаад үзэмж, бие авч явж буй байдалд хэт анхаарал хандуулах, шохоорхох.

Зургаа. Хариуцлага

1. Иргэд, аж ахуйн нэгж, байгууллагад үзүүлэх аливаа үйлчилгээг Хилийн тухай хууль, хил хамгаалалттай холбоотой Засгийн газрын тогтоол шийдвэр, ХХЕГ-ын даргын холбогдох тушаал, журамд заасан хугацаанд багтаан гүйцэтгэсэн байна.

ETHICAL INTERPERSONAL RELATIONSHIP FACTOR QUESTIONNAIRE

Congratulations on this day.

This questionnaire examines under the master's work "Mongolian Civil Servants' Ethical Misconduct: A Case Study of the Mongolian Border Port Security and Passport Control Authority Officers", to define on state specialized servants especially Mongolian Border Port Security and Passport Control Officers to evaluate and assess the ethical interpersonal relationship environmental impacts to be followed. Your opinion is a valuable tool for the study, so please be very active and answer the truth.

You do not have to type a rank and name.

I. Personal information: This section aims to identify the age, gender, occupation, education, and work experience of the survey participants, and this is intended to encourage the extent to which all potential beneficiaries are involved.

1. Age:
 - a) Up to 20
 - b) 20-25
 - c) 26-30
 - d) 30-35
 - e) More than 36
2. Gender:
 - a. Male
 - b. Female
3. Educational status:
 - a) Doctor Ph(D) or Sc(D)
 - b) Master
 - c) Bachelor
 - d) High school
 - e) Special secondary education
4. Your profession _____
5. Years of service at the border protection organization, and the duration of the Border Port Security and Passport Controlling Authority.
 - a) Up to 1 year/_____month
 - b) 1-5 years/_____years
 - c) 6-10 years/_____years
 - d) 11-20years/_____years
 - e) More than 20 years/_____years
6. Current position
 - a) commander of branch/ subcommander of branch
 - b) commander of squad and senior officer
 - c) passport controlling officer
 - d) Vehicle controlling officer
7. Select the components you belongs to.
 - a) Officers
 - b) Sergeants
 - c) Privates

II. General understanding of ethics. This section consists of general questions related to the basic ethical concepts and aims to clarify the basic concepts of your ethics.

8. Please select the appropriate number in the answer field.

2- Fully agree 2- Agree 3- Do not know well 4- Disagree

Issues	1	2	3	4	Comment
Individual behavior is directly related to the person's ethics.					
Individual ethics influence the personal role of their duty.					
The Written Code of Ethics is essential for civil service.					
The situation of the family influence to the role of the office.					

The political and economic situation is directly related to the ethics of civil servants.					
Other people's relationships can influence in civil servants ethics and their duty.					
Education has an important role in personal morality.					
Social psychological trends play an important role in personal morality.					
Regular training of ethics is essential for public service ethics.					
The current situation, psychological instability, and stress affect the individual's conduct of ethical misconduct					

9. In your opinion, choose what you consider to be relevant to the ethics of public servants. (several answers can be chosen)
- a) Management, knowledge and communication culture
 - b) Self-control, humorous
 - c) Honor your law and be honest
 - d) Balance of rights of officials
 - f) Don't know well

III. Ethics of BPS and PCAuthority Staffs of Mongolian Border Protection Organization.

10. What are the main reasons you can lead to ethical misconduct of public servants in your opinion? (several answers can be chosen)
- a) Political, social and economic conditions
 - b) Due to lack of familiarity with the laws and other relevant documents
 - c) Begs and compressions from acquaintances
 - d) Pressure and pressure on state and senior officials
 - e) Pressure and pressure on senior staff and officers
 - f) Employee request and other pressure from other partners
 - g) Counseling or compulsion of associates or colleagues
 - h) Begs and compressions from family and relatives
11. Do you prioritize the factors that can lead to ethical violations when you are in charge of your thinking?
- a) Financial and economic situation _____
 - b) Employee request and begs _____
 - c) The instability of the legal environment _____
 - d) Classmates and acquaintances request and begs _____
 - e) Political and social situation _____
 - f) Pressure of senior officials _____
 - g) Begs and compressions from family and relatives _____
 - h) Public provocation and incision _____
 - i) Other border inspection staffs request and begs _____
12. Which of the following are the characteristics important for the passport controlling officers? (several answers can be chosen)
- a) Be honest and trustful
 - b) Be impartial and independent of others
 - c) Keep confidentiality of state or personal information
 - d) Be able to bear responsibility

- e) Ability to organize
- f) Hard working
- g) Humanity and kindness
- h) Integrity
- i) Be innovative
- j) Be able to attract people
- k) Others _____

13. Is there any interpersonal relationship factors that will influence to your duty in your job?

- b) Yes
- b) No

If yes what kind factors that will influence to your duty commonly? Sort it by case.

- g) Factors of political and upper-level officials ____
- h) Factors of an organization's executive level ____
- i) Factors of other border inspection organizations staff ____
- j) Factors of colleagues or staff ____
- k) Factors of acquaintances ____
- l) Factors of family and relatives ____

14. Have you ever had any suspicions or criticisms related to your job performance?

- b) Yes
- b) No

If yes, tell us what happened if it possible.

15. Have you ever had any interpersonal relationship factors that influence ethical conduct when you do your duty?

- b) Yes
- b) No

If yes, tell us what happened if it possible

16. Whether you have been involved in disciplinary and ethical misconduct over the last two years?

- b) Yes
- b) No

17. Have you ever committed a deliberate and unintentional act of infringement of BPO's service standard when you were performing your duties?

- a) Yes what happened _____
- b) No

18. In your opinion, how often do your colleagues violate the service standards and the code of ethics?

- f. Very often
- g. Often
- h. Seldom
- i. Rare
- j. Very rare

IV. About the decision-making process.

19. When you are in your duties, one of your passenger who beg your friend, has physical and psychological condition is unstable. How do you make decision?

- e) Present to the senior officers and submit to the commander's decision.
- f) Make decisions based on your knowledge and experience
- g) Interact with the person and make a decision on the basis of disclosure
- h) Make decisions based on the situation

20. How do you make a decision when a person who is drunk and want to crossing border, who begs from you your senior officer?

- e) Present to the senior officers and submit to the commander's decision

- f) Make decisions based on your knowledge and experience
 - g) Interact with the person and make a decision on the basis of disclosure
 - h) Make decisions based on the situation
21. When you are in your duties, one member of your family has arrive to crossing border. How do you make decision?
- d) Present to the senior officers and submit to the commander's decision
 - e) Check and passing by yourself
 - f) Make decision based on the situation
22. Someone who works with you during your busy schedule brings someone to the front of the order. What are you going to do at this time?
- e) Examine the person's physical condition and documents and serving without order. Then explain current situation for customers.
 - f) Examine the person's physical condition and documents and serving without order
 - g) Identifying the reasons and checking it pass through border
 - h) Reminds the person to wait for the order.

V. Additional questions

23. Have you studied Civil service law and its related provisions?
- e) Well learned
 - f) Still learning
 - g) Some things do not know well
 - h) Not yet studied
24. Have you thoroughly studied the Code of Conduct of BPO?
- e) Well learned
 - f) Still learning
 - g) Some things do not know well
 - h) Not yet studied
25. Have you thoroughly studied passport controlling officer's service standard?
- e) Well learned
 - f) Still learning
 - g) Some things do not know well
 - h) Not yet studied
26. Do you think these legal documents fully manage the ethical relationship of BPSPCA's staffs?
- e) Fully agree
 - f) Agree
 - g) Need some amendments
 - h) Disagree; these legal documents cannot manage fully.

Thank you very much