

The impact of implementing professional ethics standards on job performance and professional behavior of employees in information institutions in Khartoum State: An analytical study

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Abstract: This study aimed to assess the extent to which employees in information institutions in Khartoum State adhere to professional ethics standards from their perspective. It also aimed to evaluate their job performance and professional behavior. The study used a descriptive-analytical approach, with the research population consisting of employees in Khartoum State information institutions. The researchers selected 209 employees randomly. To measure the extent of adherence to professional ethics standards and their effect on job performance and professional behavior, the researchers used a custom-designed questionnaire. The study found that 91% of the sample reported that information institutions in Khartoum State meet the standard of responsibility toward society and beneficiaries. Employees also adhere to professional ethics, which positively affects their job performance and professional behavior. Key recommendations include that institutions should incorporate professional ethics standards into their internal policies and regulations to ensure that ethics are embedded in all institutional processes and job evaluations.

Keywords: *Information institutions, Job performance, Professional ethics.*

1. Introduction and Research Problem

Libraries play a vital role in the development of nations by providing sources of knowledge and education, promoting culture, supporting scientific research, and upholding professional ethics in the field of library science. This is an essential part of the professional work in libraries, encompassing a set of principles and values that guide the behavior of employees and help them deliver professional and ethical services to the community.

Human behavior involves processes that take place between an individual and their mental, psychological, social, and environmental components, with all the circumstances, situations, and social, cultural, and economic elements they entail. Human behavior is the basis of interaction between individuals, groups, and societies, driven by fundamental biological and social factors, particularly social upbringing, which transforms an individual from a mere biological entity into a social being. Social experiences gained during growth influence personality development, guiding social behavior and the ability to form concepts and make decisions by choosing the best alternatives available in a particular situation to achieve the desired goal.

Ethics are the foundation of success in all aspects of life, economic, social, and political and this success can only be realized if members of society adhere to sound morals. If ethics are important in all areas of life, their importance is magnified in educational work.

The main goal of professional ethics is to foster positive development in the behavior of professionals, ensuring their conduct is based on specialized knowledge that clarifies how to apply this knowledge when serving beneficiaries. "Professional ethics" refers to a set of behaviors approved by professional communities that outline the boundaries that should not be crossed in the workplace, including the standards and rules governing professional conduct [1].

The library profession holds a prestigious status, and ethics are the foundation of proper and upright behavior. Professional ethics also form the basis upon which the library profession is built. Ethical values are a key element of the success of both the employee and the institution, especially in libraries and information centers, which are among the most important service institutions. Given the direct interaction with beneficiaries, library employees must uphold professional ethics to ensure that beneficiaries can maximize the benefits of the library's resources and foster an atmosphere of understanding and mutual respect among employees.

Studies on professional ethics are of great academic, social, and humanitarian importance, as ethics are the key to regulating the behavior of employees in various production sectors in any society. Therefore, ethics have become crucial for the growth, sustainability, and civilization of nations.

Al-Qublan [2] highlighted the importance of professional ethics, particularly in professions involving human interaction, emphasizing their role in information institutions and suggesting solutions to some of the problems that may prevent employees from adhering to professional ethics. She proposed enhancing the role of library associations through financial and moral support and holding accountable those who deviate from professional ethics that conflict with the goals of information institutions. Training employees on professional ethics was also recommended.

Al-Qublan [2] emphasized the ethical dimension of library professionals in academic settings, the necessity of professional ethics, and the need for information professionals to possess these ethics.

Khalil [3] stressed the importance of proposing a code of ethics for the library and information profession, which would serve as the primary reference for professional practice. She also suggested forming a committee to study the ethical code to serve as the foundation for professional practice, explaining, interpreting, and discussing the principles outlined in the code with members of the profession to help them appreciate the importance of ethical values.

Ismail and Al-Khuffaf [4] explored the status of information professionals in the age of the Internet and their need for ethical guidelines, explaining the concept of professional ethics and presenting several ethical codes for information professionals. He also outlined the general principles, shared values, and key ethical standards that should govern the conduct of library employees.

Al-Zahi [5] noted the need for contemporary ethical guidelines in university libraries and the significant influence of the work environment on employee behavior. She concluded that ethical guidelines greatly impact the quality of services provided and the satisfaction of beneficiaries, while personal qualifications also play a crucial role in shaping the behavior of information professionals.

There are differences in the extent to which library employees adhere to ethical standards, which hinder the provision of services and affect the relationships between employees and beneficiaries. Therefore, the researchers saw the necessity of studying the extent of adherence to professional ethics among employees in information institutions as one of the social determinants of human behavior, encompassing the various social and professional factors and conditions related to the employee's job.

1.1. Research Questions

1. What role do professional ethics play in the job performance of employees in information institutions in Khartoum State?
2. How do the professional attributes and behavior of employees in information institutions affect their performance?
3. What are the reasons that prevent employees in information institutions from applying professional ethics standards during their work, from their perspective?

4. What methods can be used to enhance the professional ethics of employees in information institutions, according to their perspective?

1.2. Study Importance

The importance of this study stems from the significance of the workforce in information institutions and the desire to harness their potential, activate their efforts, and establish systems for monitoring their activities and behavior. Additionally, the study aims to clarify the role of library specialists toward the profession and society. It also contributes to clearly identifying the key professional ethics that can serve as a foundation for employee evaluation and can be used to develop training programs to improve job performance.

1.3. Study Objectives

The objectives of this study are as follows:

1. To assess the extent of adherence to professional ethics in Sudanese information institutions, as perceived by the respondents.
2. To evaluate the efficiency of employees' performance and the activities they engage in.
3. To present suggestions that contribute to improving the behavior and ethics of employees in information institutions in Khartoum State.
4. To highlight the reasons preventing employees from adhering to professional ethics in their work and suggest appropriate solutions to enhance the ethics of employees in information institutions.

1.4. Study Methodology and Tools

The study adopted a descriptive-analytical approach, utilizing a questionnaire as a tool to survey the opinions of employees in information institutions in Khartoum State. The questionnaire was distributed to a simple random sample of 209 employees working in information institutions in Khartoum State.

1.5. Study Population and Sample

To assess the extent of adherence to professional ethics among employees in information institutions as one of the social determinants of human behavior, the researchers designed and distributed a questionnaire to employees working in information institutions (university libraries) in Khartoum State. The sample included 209 employees. The researchers justified the small sample size due to the ongoing conflict in Khartoum, which made it difficult to reach a larger number of employees in information institutions.

2. Theoretical Framework

Professional ethics refer to a set of principles, foundations, and values that an individual holds and adheres to in their profession to be successful in their dealings with others. In the field of information and library sciences, professional ethics are the cornerstone upon which the profession is built. The rules and laws governing professional ethics or professional conduct contribute significantly to preserving professional dignity and guiding behavior towards fulfilling duties and providing services according to agreed-upon principles and standards by those working in the profession [4].

Professional ethics also play a crucial role in maintaining a desired balance in the relationship between librarians and the beneficiaries they serve. Often, the beneficiaries are non-specialists with little knowledge of the profession, and as a result, they must place full trust in the professional. If the professional lacks honesty, integrity, and a keen sense of duty, the beneficiaries' interests are at risk of being neglected or compromised. This is where the critical role of professional ethics comes in, reminding professionals of the expected standards of honesty, integrity, and proper conduct.

A librarian or information specialist who neglects or fails to provide a beneficiary with all the necessary information not only harms the personal interests of the beneficiary but also the public interests of the

community by withholding valuable information that could contribute to research or knowledge. Information institution employees must take greater responsibility because their institutions' service quality is directly linked to their ethical conduct. Thus, it is essential to continually re-evaluate their performance by introducing new perspectives on their role. Working in information institutions assumes that professionals dedicate all their efforts to serving beneficiaries. Failure to do so erodes trust in these institutions, potentially marginalizing them in the future as more capable institutions emerge.

2.1. Importance of Professional Ethics

Professional ethics have gained the attention of both practitioners and academics and are considered crucial across many countries, even though little has been written about them. Studies and research have highlighted the prevalence of unethical practices such as bribery, embezzlement, and forgery, driven by personal interests and conflicts of interest, among others [6].

In the field of library sciences, professional ethics provide librarians with guidelines that clarify their obligations and responsibilities toward various parties in their profession. Libraries are effective and optimistic social institutions; they do not operate in isolation but seek to achieve social progress. Libraries have societal responsibilities, including ensuring the free flow of information and the right to knowledge while also fostering intensive relationships within the community. On both individual and national levels, libraries must provide necessary information to help achieve development and progress [1].

2.2. Code of Professional Ethics in Library Sciences

The American Library Association (ALA) was the first to issue a code of professional ethics in library sciences in 1939. It was republished in 1982 following critiques from librarians and researchers and was revised again in 1995. This topic has been one of the most intriguing and widely discussed in the field of professional ethics. A code of professional ethics is defined as a statement of rules for professional conduct that serves as a basic guide for how library employees should behave. The Encyclopedia of World Knowledge refers to it as a "professional charter" aimed at achieving high levels of competence in a particular field and fostering relationships among its members. However, a professional charter is more about guiding people toward ethical goals rather than enforcing those goals. It also provides arrangements for dealing with those who violate professional ethics.

The charter operates on two levels: the first is proficiency in work quality, and the second is relationships between employees. From the researchers' perspective, the library profession's code of ethics includes the ideal behavioral principles required from librarians to provide the necessary library services efficiently. Their work must be performed systematically, avoiding professional selfishness, because professional ethics are an applied science that strives to translate ethical rules into concrete actions [5].

2.3. Definition of the Code of Professional Ethics in Library Sciences

The code of ethics is defined as "a statement of ideals and rules of professional conduct that serve as guidelines for behavior that should be followed by members of a particular group." The charter or code is a covenant between two or more parties, which individuals must adhere to in thought and action before God, themselves, and others to fulfill their responsibilities. The code of professional ethics for library and information sciences is a document embodying ethical principles derived from the core of the profession. These principles govern the ideal behavior expected of librarians to deliver comprehensive library services [3].

2.4. The Importance of the Code of Professional Ethics in Library Sciences

The profession of library and information sciences is one of the most ethics-centred fields, given its fundamental basis in human behavior. The profession involves interconnected relationships between specialists themselves, between specialists and beneficiaries, and between specialists and the community,

all governed by a professional ethical framework based on the internal regulations of library and information specialists. A distinctive ethical charter is warranted for the library and information profession because it involves values and serves people, striving to elevate these values. This ethical and professional code derives its strength and respect from the moral commitment and genuine consensus on the importance of organizing this profession by its practitioners [7].

2.5. Ethical Responsibilities Required of Employees in Libraries and Information Centers:

Given the importance of information institutions and their support for scientific research, it is crucial for employees to adhere to professional responsibilities and work within a specific ethical framework to achieve their institution's goals. Therefore, employees need programs that enhance their commitment to these responsibilities. Key behavioral principles that employees must follow include:

1. Dealing with Colleagues:
 - Treating colleagues with respect and adhering to ethical standards, avoiding gossip or speaking ill of them.
 - Offering advice to less experienced or new colleagues and acknowledging the contributions of others.
 - Engaging in logical discussions, maintaining idealism, and avoiding bias.
 - Upholding fair competition and avoiding envy or hostility.
2. Dealing with Beneficiaries:
 - Patience: Patience is an essential trait for any profession, especially those involving direct or indirect interaction with the public.
 - Honesty and Integrity: Ensuring that the public benefits from honest and diligent service, which contributes to professional advancement.
 - Humility: Demonstrating a constant willingness to provide more services to beneficiaries without arrogance.
 - Politeness: Being courteous and respectful in interactions, avoiding offensive or hurtful language, and demonstrating kindness and empathy.

2.6. Factors Influencing Adherence to Professional Ethics

Several factors influence adherence to professional ethics, including:

1. Personal Factors: Educational level plays a direct role in shaping an individual's expectations, which in turn affects their professional conduct.
2. Social Factors: These factors contribute significantly to the healthy development of human behavior, enhancing an individual's understanding of others and the world around them.
3. Political Factors: The environment in which an employee lives has a major impact on their behavior and actions.
4. Economic Factors: Salary levels, living standards, and wage increases all influence the development of professional ethics.
5. Professional Pressures: These have a negative impact on the employee's mental state, which in turn affects their profession.

2.7. Responsibilities of the University Library Toward Society

A university library is an institution established and funded by a university to provide various services to the academic community, including students, teachers, and others. Its responsibilities to society include the continuous provision of books and scientific references to serve its patrons. The library has taken on a pioneering role in education, culture, and the overall well-being of society, making it one of the most important cultural and educational institutions. It provides a wealth of services, materials, and scientific resources from which many members of society benefit, particularly those who become thought leaders and influential figures.

The library has become an indispensable element of society, supplying essential information that supports progress in various fields such as industry, politics, economics, agriculture, and commerce. In addition, it facilitates scientific research, contributing to the intellectual vitality of the community [8].

2.8. Beneficiaries' Information Needs

The information needs of individuals vary and are subject to change. Some seek solutions to problems they encounter in their daily lives, while others need professional knowledge to enhance their capabilities, leading to the resolution of professional issues. Additionally, some individuals pursue cultural or artistic knowledge or seek to satisfy their intellectual curiosity. These needs differ depending on the individual's motivation [9].

2.9. Applied Study

The library profession holds high regard and prestige, and ethics are the foundation of upright and proper conduct. Professional ethics are a cornerstone of the library profession, and ethical values are among the most important factors contributing to the success of both the employee and the institution, especially in libraries and information centres. Given their direct interaction with beneficiaries, library employees must adhere to professional ethics to ensure that beneficiaries can fully benefit from the library. Moreover, professional ethics foster mutual understanding and a positive working environment among staff members.

Studies on professional ethics are of significant academic, social, and human importance, as ethics regulate the behavior of employees in various sectors of production. Consequently, ethics play a vital role in building, sustaining, and advancing civilizations because they are essential for the progress and stability of nations.

Therefore, the researchers undertook this study to explore professional ethics and measure their impact on actual job performance and practices in information institutions in Khartoum State.

2.10. Results and Analysis of the Practical Study

The profession of librarianship is highly regarded and respected, with ethics forming the foundation of proper and upright behavior. Professional ethics also form a cornerstone upon which the profession of librarianship is based. Ethical values are considered the most important element contributing to the success of both employees and the institution as a whole, especially in libraries and information centers, which are among the most crucial service institutions. These institutions involve direct interaction with beneficiaries, and it is essential for library workers to adhere to professional ethics to ensure that beneficiaries can fully benefit from the library's services, fostering an atmosphere of understanding and cooperation among staff.

Studies on professional ethics are of significant academic, social, and humanitarian importance. They serve as the guiding principles for the behavior of employees in various sectors of production in any society. As a result, ethics have become vital for the construction, advancement, and sustainability of societies, as ethics are a fundamental component in the civilizational development of nations.

This study aimed to investigate the ethics of the profession and measure its impact on the actual performance and practices within information institutions in Khartoum State.

2.11. First: Results Related to the Personal and Occupational Variables of the Study Sample

The researchers calculated the frequencies and percentages of the study's personal and occupational variables. The results were as follows:

2.12. Educational Qualification

Educational qualifications play a pivotal role in enhancing professional performance and are considered the foundation upon which employees build their skills and knowledge. A high level of education is often a requirement for promotion or higher positions, providing employees with better

opportunities for career advancement and motivating them to work diligently and improve their performance. Additionally, education enables employees to understand the fundamentals of their work, which assists in making professional decisions based on strong scientific foundations. The following table illustrates the educational qualifications in information institutions within Khartoum State:

Table 1 shows the distribution of the study sample according to the variable of educational qualification.

Table 1.

The distribution of the study sample according to the variable of educational qualification.

Educational Qualification	Frequency	Percentage
Secondary School	27	12.9%
Diploma	13	6.3%
Bachelor's Degree	89	42.6%
Master's Degree	45	21.5%
Doctorate	35	5.3%
Total	209	100%

It is evident from Table 1 that the majority of workers in information institutions (university libraries) in Khartoum State hold university degrees. Among the study sample, 89 workers (42.6%) hold bachelor's degrees, 45 workers (21.5%) hold master's degrees, and 35 workers (5.3%) hold doctoral degrees. Workers without university degrees (secondary school certificates) account for 27 workers (12.9%) of the study sample.

From this, it can be concluded that 80% of the workforce in information institutions (university libraries) in Khartoum State have university-level qualifications, ranging from bachelor's to master's and doctoral degrees. This reflects the emphasis that information institutions place on hiring highly educated personnel to keep up with rapid scientific and professional advancements. These highly qualified staff contribute to increasing the institutions' performance and effectiveness.

Having a solid understanding of work fundamentals and related concepts enables employees to develop the technical skills required for their positions. These skills enhance performance efficiency and reduce errors. Moreover, academic qualifications encourage critical and analytical thinking, which helps employees evaluate various situations and find innovative solutions to the problems they face at work. Through critical and analytical thinking, employees become more proficient in performing their tasks.

Additionally, academic knowledge improves the speed and quality of task completion, which boosts productivity. It also helps individuals understand new developments in their fields and adapt to them, ensuring continuous improvement in their professional performance. Having strong academic qualifications also builds employees' confidence in their abilities, positively affecting their job performance. This confidence enables them to tackle work challenges more effectively and make better professional decisions.

2.13. Job Title

Job titles play a significant role in guiding and improving job performance. Clear and fair job titles can enhance individual and collective performance, while poorly defined titles can lead to decreased productivity and motivation. Job titles also help clarify responsibilities and shape expectations regarding what an employee is expected to deliver. Therefore, job titles are not just labels but a crucial tool for organizing work, developing skills, and motivating performance within information institutions. The following table illustrates the job titles of employees in the study sample from information institutions in Khartoum State:

Table and Figure 2 illustrate the distribution of employees according to their job titles.

Table 2.

The distribution of employees according to their job titles.

Job Title	Frequency	Percentage
Executive Director	32	15%
Head of Department/Coordinator	39	19%
Technical/Administrative Staff	93	45%
Worker	28	13%
Other	17	8%
Total	209	100%

It is evident from Table 2, which shows the distribution of the study sample according to the job title variable, that 93 workers (45%) of the sample hold administrative/technical positions, while 39 workers (19%) hold the job title of department head/coordinator. Additionally, 32 workers (15%) are executive directors, and 28 workers (13%) are in lower-level positions.

From the table, it is clear that a significant proportion of the employees hold high-level administrative positions. This is due to the diverse range of activities within information institutions (such as information services, technical procedures, project management, financial management, administrative tasks, etc.).

When the job title is clear and well-defined, the employee fully understands the tasks they are expected to perform. This helps them focus their efforts and avoid confusion about the required tasks. On the other hand, unclear job titles can lead to overlapping roles among employees, reducing efficiency and leading to conflicts. Moreover, the job title reflects the organization's expectations of the employee, allowing them the opportunity to adapt and improve their performance accordingly.

Job titles can also serve as a source of motivation if they reflect the employee's skill level and responsibilities. However, if the job title does not accurately represent the employee's tasks or abilities, they may feel frustrated or undervalued, which negatively impacts their performance.

Clear job titles can enhance the sense of achievement and respect in the workplace. A title that reflects career progression motivates the employee to work hard and improve their performance. If the employee feels that their job title does not match their skills or efforts, they may feel demotivated and less inclined to work hard.

When job titles are clear, relationships between colleagues tend to be smoother and more cooperative. Everyone knows their role and that of their colleagues, which improves coordination and enhances group performance. However, unclear or conflicting job titles can lead to misunderstandings among colleagues, affecting the quality of performance. Job titles also form part of the employee's career path, providing insight into the opportunities available for advancement, thus encouraging the employee to develop their skills. If the job title is not motivating or does not offer opportunities for the employee's development, their performance may decline, or they may seek opportunities elsewhere.

2.14. Scientific Specialization

Scientific specialization plays a significant role in shaping professional behavior and performance. It provides individuals with deep knowledge and skills, opening doors to promotion and career advancement, which continuously motivates them to improve their performance. This, in turn, positively impacts their behavior and performance in the workplace. Specialists are often in higher demand in the job market. The following table (Table 3) shows the distribution of the study sample according to the scientific specialization variable:

Table 3 shows the distribution of the study sample according to the variable of scientific specialization.

Table 3.

The distribution of the study sample according to the variable of scientific specialization.

Specialization	Frequency	Percentage
Library and Information Science	154	70%
Other Specializations	55	30%
Total	209	100%

It is clear from the table above (Table 3) that 154 workers (70%) from the sample are specialized in library and information science, while 55 workers (30%) specialize in other fields.

From this, it can be concluded that the majority of employees in university libraries are specialists in library and information science. This helps them to understand the various aspects of their field in depth and allows them to identify opportunities for improvement and development. It also contributes to forming disciplined professional behavior as individuals learn to adhere to specific standards and practices within their field. This discipline enhances their ability to organize work and avoid randomness or improvisation.

Specialists become more capable of innovation and finding non-traditional solutions to professional problems. When a person is well-versed in their field, they are more confident in facing challenges, leading to better decision-making and more efficient work management.

Scientific specialization teaches individuals how to analyze problems in more depth and find scientific and methodological solutions. This makes them more capable of effectively dealing with professional challenges. Additionally, it allows them to have a precise and detailed understanding of the tasks required, providing the tools necessary to solve problems effectively and minimize errors.

Moreover, specialization helps individuals stay up-to-date with the latest developments in their field, including new techniques and technologies, which improves professional performance and aligns skills with modern requirements. This, in turn, increases productivity and work quality.

Scientific specialization is not just a tool for gaining knowledge; it is a key to improving professional behavior and workplace performance. Through deep expertise in a specific field, employees become more efficient, innovative, and adaptable to changes, contributing actively to achieving the organization's goals. This requires strict adherence to ethical and professional standards, which support proper professional behavior and ensure that employees follow the laws and norms of their field. Specialists are also better able to communicate effectively with colleagues in the same specialization, using precise terms and concepts, facilitating discussions and the exchange of ideas. This ability to make professional decisions based on facts and scientific standards reduces reliance on guesswork or trial and error.

Second: Results Related to Studying and Analyzing the Impact of Professional Ethics on Performance and Professional Behavior

Professional ethics are not just written laws but form the foundation for healthy and professional relationships within any team. They contribute to the overall success of the institution. Ethics establishes a framework of personal and collective responsibility, encouraging employees to adhere to their duties and increasing their sense of responsibility towards their colleagues and the institution as a whole. This leads to higher morale and greater commitment to ethics, where everyone feels fairness and equal treatment, creating a positive and motivating work environment. Consequently, it becomes easier to achieve common goals and work as a unified team.

Transparency and openness in communication are essential components of ethical standards. These ensure that employees feel comfortable expressing their opinions and concerns, enhancing positive interaction and contributing to better collective decision-making. This, in turn, raises the level of commitment and responsibility.

The professional attributes of employees in information institutions, such as technical skills, ethical commitment, effective communication, and problem-solving abilities, significantly contribute to shaping their professional behavior and improving their performance. These attributes make employees more efficient and collaborative, ultimately enhancing the quality of services provided and strengthening the institution's ability to meet the needs of users and beneficiaries.

The First Question: What is the impact of employees' professional attributes and behavior on performance in information institutions?

The professional attributes of employees in information institutions play a crucial role in shaping their behavior and performance, directly influencing the quality of services provided and the institution's overall efficiency. Ethical standards such as confidentiality and accuracy in handling information encourage employees to act responsibly and with high professionalism, ensuring data security and the protection of users' privacy, which increases clients' trust in the institution.

The following Table 4 illustrates the professional attributes of employees in information institutions and their impact on their behavior:

Table 4.

The professional attributes of employees in information institutions and their impact on their behavior.

Attribute	Frequency	Percentage
Self-control and Patience	175	84%
Cooperation	188	90%
Honesty	195	93%
Ability to Endure	189	90%
Loyalty to the Profession	198	95%
Acceptance of Criticism	45	22%
Effective Communication with Users	191	91%

It is clear from Table 4 that 198 workers (95%) from the study sample support the necessity of loyalty to the profession. Furthermore, 195 workers (93%) highlight honesty as a fundamental attribute required for all employees in various sectors. Additionally, 90% of the sample agree on the importance of cooperation and endurance, while 84% of the sample support the need for self-control and patience. However, only 45 workers (22%) emphasize the importance of accepting criticism.

From the above, it becomes clear that information institutions (university libraries) in Khartoum State meet the ethical standard of responsibility towards the community and users. This includes helping users search for information and developing their skills in using information, with 91% of the study sample agreeing on this.

Employees with strong technical skills are capable of using technology to facilitate their tasks, such as searching, indexing, storing, and retrieving information, which enhances the institution's efficiency and speeds up service delivery. The ability to handle various technological tools and applications in information management boosts employees' confidence and makes them more open to adapting to rapid technological changes.

Employees in information institutions demonstrate the ability to think systematically and methodically, allowing them to handle large volumes of data in a purposeful and efficient manner. Proper information management improves search and retrieval processes and data analysis, helping the institution make well-informed decisions based on accurate and up-to-date information.

Employees with effective communication skills are more adept at understanding clients' needs and providing information services that meet those needs more effectively and quickly. Furthermore, good communication with colleagues and users fosters a collaborative and positive work environment, which boosts morale and increases productivity.

Employees who pay attention to details exhibit a high level of commitment and quality in their work, which enhances their sense of responsibility and professionalism. Accuracy in handling information improves service quality, reduces errors, and enhances processes related to indexing and organizing data.

Employees with problem-solving skills are more flexible and prepared to face various challenges, enhancing their ability to handle complex work situations. This improves employee performance by finding innovative solutions to the issues they encounter, such as improving search processes or developing information management systems. Employees who strive for continuous learning

demonstrate an openness to development and ongoing improvement, making them more adaptable to changes in the field of information. Keeping up with the latest developments in information technology and management methods helps them enhance their performance and keep pace with the changing needs of the market.

Teamwork contributes to better information flow within the institution and speeds up task completion, as problems are solved more effectively through collaboration among individuals. It also helps create a positive and cooperative work environment where employees exchange ideas and knowledge, leading to increased productivity.

Employees who exhibit flexibility and adaptability to rapid changes in technology or policies demonstrate a continuous readiness for development and improvement. Flexibility also enhances professional performance by enabling workers to adapt to new innovations and improve work methods over time. Leadership skills motivate others to work at a high standard and achieve shared institutional goals. Effective leaders encourage innovation and professional development among their team members. Leadership improves team performance as a whole, guiding employees toward achieving the institution's objectives more efficiently and effectively.

The Second Question: What role do professional ethics play in the job performance of employees in information institutions in Khartoum State?

Ethical values such as respecting laws and regulations, fairness, perfection, and respect for time play a pivotal role in shaping employee behavior and improving job performance. These values promote discipline, efficiency, and commitment, which contribute to building a healthy and sustainable work environment. Let's take a look at the impact of each of these values on employee behavior and performance:

Table 5 provides an assessment of the extent to which employees adhere to professional ethics:

Table 5.

An assessment of the extent to which employees adhere to professional ethics.

No.	Ethical Standards	Frequency	Percentage
1/ Respect for laws and regulations			
1.	I comply with the legality of all aspects of my work, duties, and professional services in light of legal principles and rules.	193	92.3%
2.	I regularly follow the instructions and directives issued by management.	186	88.9%
3.	I track the internal circulars and bulletins of the organisation.	174	83.2%
4.	I make sure to attend meetings and work-related gatherings.	189	90.4%
5.	I keenly follow all organisational activities with interest.	171	81.8%
Total		-	87.3%
2/ Justice			
1.	I feel justice in the organisation's treatment of all employees.	189	90.4%
2.	I receive a monthly salary appropriate to my effort.	178	85.2%
3.	I receive incentives based on my performance.	175	83.7%
4.	I enjoy job benefits equal to those of other employees in similar organisations.	184	88.0%
5.	The administrative penalties stipulated by law are appropriate for the violations.	195	93.3%
6.	I believe that the promotion criteria are fair.	181	86.6%
7.	I believe that the management treats employees equally.	187	89.5%
Total		-	88.1%
3/ Mastery			
1.	I strive to exert effort to perform my work to perfection.	198	94.7%
2.	I work on developing my skills to improve my work performance.	182	87.1%
3.	I learn from my professional mistakes and make sure not to repeat them.	189	90.4%
4.	I strive to complete the required tasks with the highest possible efficiency.	185	88.5%
Total		-	90.2%
4/ Time Respect			

1.	I make sure to adhere to working hours.	198	94.7%
2.	I compensate for the wasted time outside the interest of work during non-official hours.	174	83.3%
3.	I allocate a place for all things to avoid wasting time searching for them.	188	90.0%
4.	I complete all daily tasks on time without delay.	182	87.1%
5.	I try to find new ways to complete tasks in a short amount of time.	190	90.9%
6.	I plan tasks before starting work.	185	88.5%
7.	I respect others' time while performing my work.	195	93.3%
Total		-	89.7%
5/ Confidentiality			
1.	I adhere to keeping work secrets and not disclosing them externally.	205	98.1%
2.	I maintain the privacy of confidential instructions and reports that concern me only.	198	94.7%
3.	I avoid curiosity in accessing information that does not concern me at work.	189	90.4%
4.	I provide accurate and verified information only when permitted based on need and purpose.	190	90.9%
5.	I adhere to security procedures for both general and private work information.	196	93.8%
Total		-	93.6%
6/ Honesty			
1.	I ensure that I perform my tasks with honesty and dedication.	206	98.6%
2.	I maintain the organization's material and moral properties.	201	96.2%
3.	I use work items for work purposes only, not for personal use.	190	90.9%
4.	I hold myself accountable before holding others and feel regret for any work deficiencies.	198	94.7%
Total		-	95.1%
7/ Responsibility			
1.	I am committed to taking responsibility for the tasks assigned to me.	199	95.2%
2.	I care about the organisation's future and work towards achieving its mission.	188	90.0%
3.	I offer suggestions to improve and develop work methods.	185	88.5%
4.	I volunteer for extra tasks to help advance and develop the work.	180	86.1%
5.	I ensure to give a positive image of the organisation.	190	90.9%
6.	I believe that fulfilling my job duties serves the higher interest of society.	195	93.3%
Total		-	90.7%
8/ Teamwork			
1.	I assist my colleagues when performing their duties.	191	91.4%
2.	I share information with my colleagues to facilitate work and save their efforts.	198	94.7%
3.	I help new employees to be able to complete their tasks.	203	97.1%
4.	I cover for absent colleagues in my department.	189	90.4%
5.	Tasks are coordinated and distributed among employees to execute joint projects.	188	90.0%
6.	Sportsmanship and altruism prevail among employees in my department.	176	84.2%
Total		-	91.3%
9/ Respect and Good Treatment			
1.	I initiate apologies when I make mistakes toward colleagues or management.	193	92.3%
2.	I overlook minor annoyances in the workplace.	170	81.3%
3.	I avoid causing problems in the workplace.	180	86.1%
4.	I ensure to assist colleagues and reviewers with a pleasant and courteous attitude.	176	84.2%
5.	I ensure humility when dealing with others in the workplace.	185	88.5%
6.	I make sure to use polite language at work.	198	94.7%

7.	I make sure to participate in colleagues' social events.	173	82.8%
8.	I ensure not to defame my colleagues.	190	90.9%
Total		-	87.6%
10/ Integrity and Transparency			
1.	Employees are involved in setting general policies.	168	80.4%
2.	Laws and regulations are announced and updated to remove ambiguity.	174	83.3%
3.	The recruitment policy is based on competence and merit, with clear and announced criteria.	180	86.1%
4.	Job duties for each employee are clear and announced.	183	87.6%
5.	The roles of employees in senior positions are clarified.	178	85.2%
6.	Employees are allowed to challenge and discuss decisions with their supervisors.	164	78.5%
7.	I strive to achieve the organisation's goals without regard to my personal interests.	185	88.5%
8.	I avoid nepotism and favouritism in my work performance.	191	91.4%
9.	I feel integrity in resolving conflicts and disputes between employees in the organisation.	181	86.6%
10.	I deal with all reviewers equally without discrimination.	189	90.4%
11.	I refrain from accepting gifts or money from others to achieve personal goals.	195	93.3%
Total		-	86.5%

From the above Table 5, which illustrates the measurement of employees' commitment to professional ethics, particularly in respecting laws and regulations, it was found that the number of employees committed to the legality of all aspects related to their work, the performance of their duties, and professional services in light of legal principles and rules was 193 from the study sample, representing 92%. The number of those keen to attend work-related meetings and gatherings from the study sample was 189, accounting for 90.4%. Meanwhile, the number of those who continuously follow the instructions and directives issued by the management was 186, representing 88.9% of the study sample. The number of those adhering to the internal circulars and bulletins of the organization was 174 from the study sample, accounting for 83.2%. Finally, the number of those keen on following all the organization's activities with interest was 171 from the study sample, representing 81.8%. From the above, it is evident that employees in the information institutions, as part of the study sample, are committed to respecting laws and regulations.

Respecting laws and regulations plays a fundamental role in enhancing the quality of performance and behavior, both in institutions and at the individual level, ensuring equal treatment for all. This enhances trust between individuals and institutions, increasing cooperation and mutual respect. Laws set specific rules and procedures that improve work processes and reduce errors. When individuals know what is expected of them, they can focus more on their tasks and achieve better performance.

Adhering to laws and regulations imposes clear standards for acceptable behavior, reducing chaos and helping to organize work. When everyone abides by the laws, discipline improves, and work becomes more structured. This also encourages positive behaviors such as honesty, punctuality, and teamwork, creating a cohesive work environment where positive actions are appreciated.

The existence of laws and regulations governing behaviors reduces the occurrence of conflicts and disputes, as individuals are guided to follow clear standards. In the event of problems, the laws serve as a reference to resolve them. Adhering to laws encourages individuals and institutions to innovate and continuously improve their performance, as laws are often designed to promote growth, development, and ensure quality. This has a direct impact on the quality of life and work, ensuring the building of more stable societies.

From the above Table 5, which illustrates the measurement of employees' commitment to professional ethics in the second section on justice, it was found that the number of employees who believe that the administrative penalties stipulated by law are appropriate for the violations was (195),

representing 93.3%. The number of those who feel fairness in the organization's treatment of all employees was 189, accounting for 90.4% of the study sample. The number of those who believe that the management treats employees equally was 187, representing 89.5%. Meanwhile, the number of those who feel they enjoy job benefits equivalent to other employees working in similar organizations was 184, accounting for 88% of the study sample. Those who believe that the promotion criteria are fair were (181), representing (86.8%) of the study sample. The number of employees who believe they receive a monthly salary appropriate to their effort was 178, with a percentage of 85.2%. Lastly, the number of employees who received incentives based on their performance was 175, accounting for 83.7% of the study sample.

From the above, it can be said that justice in the workplace is a fundamental element in improving employee behavior and performance quality. When employees feel justice, whether in the distribution of tasks and rewards or in how they are treated, it positively impacts their performance and behavior within the organization. Types of justice in the workplace lead to employees feeling satisfied with their jobs, reducing stress and frustration while enhancing the work environment. Employees who feel justice are more likely to trust management decisions, thus becoming more cooperative and engaged in achieving the organization's goals. Justice also fosters a sense of belonging to the organization, increasing employee commitment to collective success and fulfillment of their job responsibilities.

When employees feel that resources are distributed fairly based on performance and effort, it boosts job satisfaction and motivates them to work harder. Transparent and fair policies in decision-making make employees more confident in management, increasing their cooperation. Fair treatment on a personal level helps reduce the likelihood of conflicts or disputes between employees and management, promoting team collaboration. Employees feel their efforts are appreciated and that they are treated fairly, which encourages them to offer new ideas and be creative at work.

Improving productivity: Employees who feel justice tend to perform better and be more productive, knowing their efforts will be fairly rewarded. Reducing employee turnover: Employees who feel justice in the workplace are less likely to leave their jobs, maintaining team stability and reducing recruitment and training costs. The absence of justice negatively affects the performance employees, may lose motivation to give their best, which negatively impacts the quality of their work. Increased tension, complaints, and conflicts within the work environment also affect collaboration among colleagues. Feeling unjustly treated can lead to job dissatisfaction and a desire to seek other opportunities.

Justice plays a vital role in enhancing employee behavior and performance quality. When employees feel they are treated with fairness and appreciation, they become more committed, satisfied, and productive. On the other hand, the absence of justice can lead to negative outcomes, such as decreased performance and increased conflicts. Therefore, it is essential for organizations to apply justice in all aspects of work.

From the above Table 5, which illustrates the measurement of employees' commitment to professional ethics in the third section on mastery, it was found that the number of employees keen to put in effort to ensure their work is performed to the highest standard was 198, representing 94.7% of the study sample. Those who learn from their professional mistakes and are keen to avoid repeating them in the future were 189, accounting for 90.4% of the study sample. The number of those who strive to complete the required tasks with the highest possible efficiency was 185, representing 88.5%. Meanwhile, the number of employees working on developing their skills to improve their job performance was 182, with a percentage of 87.1% of the study sample.

Mastery reduces the likelihood of errors and focuses on quality. Mastery means paying attention to details and striving to deliver high-quality work. An employee who adopts the principle of mastery is dedicated to fully performing their tasks and ensures their work is error-free, thus enhancing their reputation and job satisfaction. When an employee demonstrates mastery in their work, it boosts their professional reputation, and they feel proud of what they accomplish, which increases their job satisfaction and commitment to their tasks.

Mastery requires the continuous development of skills and abilities. Employees committed to mastery are always seeking to improve themselves and develop their competencies, which contributes to raising the quality of performance in the long run. An employee who adopts mastery encourages their colleagues to follow the same approach. Mastery can become a work culture that motivates all employees to give their best, enhancing the organization's reputation in the market and increasing customer trust.

On the other hand, neglecting mastery leads to inaccurate work or work filled with errors, which can harm the organization's reputation and increase correction costs. It can lead to missed important opportunities and delayed projects, affecting the organization's market position and its ability to compete.

From the above Table 5, which illustrates the measurement of employees' commitment to professional ethics in the fourth section on time respect, it was found that the number of employees keen on adhering to working hours was 198, representing 94.7% of the study sample. Those who respect others' time during their work were 195, accounting for 93.3%. The number of those who try to find new ways to complete tasks in a shorter time was 190, representing 90.9%. Meanwhile, the number of those who allocate a place for everything so they don't waste time searching for items was 188, representing 90% of the study sample. The number of those who plan tasks before starting work was 185, representing 88.5%, while those who complete all daily tasks on time without delay were 182 (87.1%). Lastly, the number of those who make up for lost time outside work hours by working during non-official hours was 174, representing 83.3%.

Respecting time enhances the ability to complete tasks within the specified deadlines. When an employee respects time, they use work hours more efficiently, increasing productivity and reducing waste. Employees who manage their time well can deliver tasks on time, reducing stress that could negatively affect performance. They are more organized in distributing tasks, which helps achieve both individual and group goals more effectively.

Respecting time does not mean sacrificing quality, but rather combining speed with mastery. An employee who respects time demonstrates efficiency in completing tasks without neglecting quality. Employees who do not respect time or neglect mastery can be a source of frustration for their colleagues, increasing tension and conflicts within the team. Organizing time enhances the sense of control over tasks and reduces stress. It reflects the employee's respect for their colleagues and management, building trust and improving professional relationships, which positively impacts overall team performance, increases efficiency and productivity, and creates a positive work environment that contributes to the organization's success. Conversely, neglecting time respect and mastery leads to decreased performance and increased stress.

From the above Table 5, which illustrates the measurement of employees' commitment to professional ethics in the fifth section on confidentiality, it was found that the number of employees committed to maintaining work secrets and not disclosing them externally was 205, representing 98.1% of the study sample. The number of those who safeguard confidential instructions and reports that concern them only was 198, representing 94.7%. The number of those committed to both general and private work information security procedures was 196, representing 93.8%. Meanwhile, the number of those who provide accurate and verified information only when allowed to do so, based on necessity and purpose, was 190, representing 90.9%. Lastly, the number of those who avoid curiosity about information that does not concern them at work was 189, representing 90.4%.

Confidentiality means safeguarding sensitive information and not disclosing it, which is one of the most important professional ethics. It significantly impacts performance and behavior across various professional fields. Adhering to confidentiality helps protect sensitive information related to projects or clients, leading to better outcomes and preventing the organization from risks associated with leaking information that could harm its reputation or profits. It also fosters trust between the employee and the client or between colleagues in the workplace. When a client or colleague is assured that personal or sensitive information will remain confidential, they feel more comfortable sharing important details.

Commitment to confidentiality reduces the likelihood of internal or external disputes arising from leaked information, whether related to work policies, employees, or clients. On the other hand, a work environment that respects confidentiality enhances the sense of security and respect among employees, leading to increased job satisfaction and improved cooperation. It encourages responsible professional behavior. Adhering to confidentiality demonstrates the employee's commitment to professional ethics and enhances the organization's reputation. It ensures objective and independent decision-making, free from external pressures or unprofessional influences, positively reflecting on professional conduct. In summary, confidentiality contributes to building a trustworthy and organized work environment, leading to improved performance and guiding behavior toward high professionalism and adherence to work ethics.

From the above, Table 4 illustrates the measurement of employees' commitment to professional ethics in the sixth paragraph, which is integrity: the number of those committed to performing their assigned tasks with honesty and sincerity was 206, representing 98.6%. The number of those who maintained the material and moral properties and tools of work was 201 from the study sample, representing 96.2%. Additionally, the number of those who hold themselves accountable before judging others and feel remorse when they fall short in their work was 198, representing 94.7%. Meanwhile, the number of those diligent in using work resources solely for work purposes and not for personal gain was 190, representing 90.9% of the study sample. Integrity is one of the most prominent and important aspects of professional ethics, having a direct impact on performance and professional behavior. It contributes to enhancing principles of justice and integrity within the institution. An honest employee deals objectively without favoritism or discrimination, positively reflecting on team spirit and reducing internal tensions or conflicts. They are committed to delivering high-quality work according to the required professional standards. Integrity means not providing misleading information or performing substandard work, thereby improving performance quality and outcomes.

Integrity makes the employee trustworthy, whether by clients, colleagues, or management. When an individual acts with integrity, others trust their decisions and judgments, which strengthens professional relationships and creates a work environment based on mutual respect and trust. It encourages employees to adhere to ethical values in all their interactions, both within and outside the workplace. Ethical behavior enhances professional discipline and helps avoid illegal or unethical practices, such as corruption or fraud, leading to a focus on work with seriousness and professionalism. An honest person tends to be more disciplined and dedicated in their work, increasing productivity and helping the institution achieve its goals more efficiently.

When an individual is honest in their behavior and performance, it sets a positive example for others. This can contribute to creating a work culture characterized by honesty and transparency, encouraging other employees to act in the same way. It also enhances the reputation of the institution as a whole. Institutions known for their employees' integrity often gain the trust of clients and business partners, leading to improved business relationships and increased investment opportunities. In general, integrity, as one of the professional ethics, positively impacts professional behavior by enhancing trust, improving work quality, and strengthening commitment to ethical values.

The table, number (4), illustrates the measurement of employees' commitment to professional ethics in the eighth paragraph, which is taking responsibility: the number of those committed to taking responsibility for their assigned tasks was 199, representing 95.2%. The number of those who believe that fulfilling their job duties serves the greater good of society was 195, representing 93.3%. Additionally, the number of those who strive to present a positive image of the organization was 190, representing 90.9%. Meanwhile, the number of those concerned about the future of the organization and dedicated to achieving its mission was 188, representing 90% of the study sample. The number of those who provided suggestions for developing and improving work methods was 185, representing 88.5%. Lastly, the number of those volunteering for additional tasks to maintain the progress and development of work was 180, representing 86.1% of the study sample.

Taking responsibility, as one of the professional ethics, plays a fundamental role in influencing performance and professional behavior. An employee who takes responsibility is committed to delivering their best to achieve specified goals. This commitment is reflected in improved work quality and productivity, as individuals recognize that the success of tasks depends on the quality of their performance, boosting their confidence in their abilities and enhancing their independence in decision-making and effective work. This confidence drives employees to improve their skills and develop their performance to achieve the best results.

Taking responsibility fosters a spirit of cooperation within teams, as individuals understand their roles in the team's success and are willing to contribute effectively. This behavior creates a positive work environment that supports collaboration and demonstrates leadership skills through initiative-taking, problem-solving, and accountability for outcomes. It also enhances employee commitment to their assigned tasks and drives them to achieve objectives on time. This helps employees manage pressure more effectively, as they can prioritize tasks and handle outcomes systematically, reducing stress from unclear tasks or failure to meet goals. This commitment contributes to improved productivity and the achievement of organizational goals efficiently, increasing opportunities for promotions and career advancement as their leadership abilities are recognized. Overall, taking responsibility as an ethical value significantly influences performance by improving productivity and commitment and affects behavior by enhancing integrity, self-confidence, and the development of leadership and teamwork skills.

From the above table, number (4) also shows the measurement of employees' commitment to professional ethics in the eighth paragraph, which is working as a team: the number of those who provide assistance to new employees so they can accomplish their tasks was 203, representing 97.1% of the study sample. The number of those who share information with colleagues to facilitate work and save effort was 198, representing 94.7%. Additionally, the number of those who help their colleagues in performing their tasks was 191, representing 91.4%. Meanwhile, the number of those who filled in for absent employees was 189, representing 90.4%. The number of those who coordinate and distribute tasks among employees for collaborative work was 188, representing 90%. Lastly, the number of those who foster a spirit of sportsmanship and altruism among their colleagues was 176, representing 84.2%.

Working as a team, as one of the professional ethics, plays a vital role in enhancing performance and professional behavior by improving productivity. It allows for task distribution among team members, reducing individual burdens and enhancing efficiency. Each person can focus on their strengths, which increases the quality of results and speeds up task completion. Teams typically consist of individuals with diverse skills and experiences. This diversity enables the team to solve problems more comprehensively and innovatively, leading to overall performance improvement. When a team achieves its goals, members feel great satisfaction from their accomplishments, enhancing job satisfaction and motivating employees to continue working diligently. It also provides an environment for exchanging ideas and opinions, fostering creativity and leading to innovative solutions. The diversity of ideas contributes to thinking from different angles and finding new ways to tackle challenges.

Teamwork requires continuous communication among members. This develops communication, listening, and positive interaction skills. Working within a team necessitates dealing with different opinions and personalities, which enhances problem-solving and negotiation skills to reach solutions that satisfy everyone and encourages individuals to support each other in achieving common goals. This creates a positive work environment that encourages helping others and providing support when team members need it, reducing psychological pressure on individuals, as everyone feels they have someone to support them and share in bearing responsibilities.

When a person works within a team, they feel a responsibility toward others. This increases commitment to deadlines and quality, as they understand that their performance impacts the success of the team as a whole. In teamwork, responsibilities are distributed equally, which reinforces commitment and discipline because everyone knows that success or failure depends on collective efforts.

Teamwork as an ethical value positively influences performance and professional behavior by improving cooperation, fostering innovation, developing personal skills, and increasing commitment and job satisfaction. Team collaborations contribute to creating a positive and motivating work environment that drives individuals toward achieving shared success.

From the above Table 4, the measurement of employees' commitment to professional ethics in the ninth paragraph, which pertains to respect and good treatment, is illustrated. The number of employees who are keen to use polite language at work was 198, representing 94.7% of the study sample. The number of those who take the initiative to apologize if they make a mistake towards colleagues or management was 193, representing 92.3%. Additionally, the number of employees who are careful not to defame their colleagues was 190, representing 90.9%. The number of those who strive to be humble in dealing with others at work was 185, representing 88.5%. Meanwhile, the number of employees who avoid stirring up problems at work was 180, representing 86.1%. The number of those who are keen to assist colleagues and clients with a smile and good manners was 176, representing 84.2%. The number of employees who share their social events with colleagues was 173, representing 82.8%. Lastly, the number of those who overlook minor annoyances in their work environment was 170, representing 81.3%.

Respect and good treatment as professional ethics have a significant impact on performance by enhancing cooperation, improving communication, and increasing productivity. They positively affect professional behavior by strengthening adherence to ethical values, solidifying relationships, and motivating individuals to give their best in a healthy and encouraging work environment, where employees feel valued and respected. This positive atmosphere encourages effective communication and collaboration among employees. Respect prevails in the workplace, reducing tension and conflicts among employees, which helps increase focus and productivity. Employees who feel respected by their colleagues and managers tend to be more loyal to the organization. These foster trust among individuals and create a cohesive work environment. Mutual respect enhances employees' commitment to their duties, as they feel their efforts are appreciated and treated fairly.

When employees feel respected, their morale rises, and their enthusiasm for performing their jobs increases. Respect motivates employees to do their best, which reduces the likelihood of errors and achieves high performance levels. Employees working in a respectful environment tend to be more accurate and dedicated in their tasks. Respect promotes clear and effective communication among employees, making individuals feel heard and treated politely, making them more open to exchanging ideas and information. Respect contributes to resolving conflicts constructively, as disputes are addressed with a spirit of collaboration and understanding among team members, encouraging teamwork and cooperation. This leads to achieving organizational goals more efficiently and effectively. Good treatment among individuals strengthens team bonds, making everyone feel part of a professional community that supports and values their contributions.

Employees treated with respect feel satisfied with their jobs. This satisfaction increases motivation levels and reduces turnover or absenteeism rates. Mutual respect between employees and managers contributes to fostering healthy and positive relationships, enhancing effective communication, and leading to wiser and more understanding decisions. Organizations that uphold values of respect and good treatment enjoy a good reputation among clients and business partners. This opens greater opportunities for growth and expansion.

A respectful work environment attracts the best talent in the market, as employees prefer joining organizations that value and treat them with respect.

Clearly, from the above, Table 4 illustrates the measurement of employees' commitment to professional ethics in the final paragraph, which is integrity and transparency: The number of those who refrain from accepting gifts or money from others to achieve personal goals was 195, representing 93.3%. The number of those who avoid nepotism and favoritism in their work was 191, representing 91.4%. Additionally, the number of those who deal with clients equally without discrimination was 189, representing 90.4%. Meanwhile, the number of those who strive to achieve the organization's goals

without considering their personal interests was 185, representing 88.5%. The number of those who feel that the job responsibilities for each employee are clear and announced was 183, representing 87.6%. The number of those who feel a sense of integrity in handling disputes and conflicts among employees was 181, representing 86.6%. The number of those who believe that hiring policies are based on competence and merit with clear and announced criteria, was 180, representing 86.1%. The number of those who see that roles of employees in senior positions are clarified was 178, representing 85.2%. The number of those who believe that laws and regulations are communicated and updated to eliminate ambiguity was 174, representing 83.3%. The number of those who feel that employees are involved in setting general policies was 168, representing 80.4%. Lastly, the number of those who allow employees to voice objections and discuss decisions with their supervisors was 164, representing 78.5%.

Integrity encourages employees to act ethically in all their dealings, whether big or small. This includes avoiding lying, fraud, or the improper use of resources. Transparency limits the likelihood of corruption or unethical practices within the organization, as everything is done openly and under scrutiny. Transparency ensures that information flows clearly and accurately among all individuals within the organization, reducing rumors and misunderstandings. When integrity and transparency are part of the organization's culture, issues are addressed clearly and promptly, without hiding or delaying, which contributes to effective resolution.

Organizations characterized by integrity and transparency gain credibility in the market among clients and investors. This good reputation opens doors to new opportunities and contributes to sustainable growth. Talented employees seek transparent and honest work environments where they feel they can grow and thrive. This makes organizations committed to integrity and transparency more attractive to top talent.

Integrity and transparency enhance professional relationships among colleagues, where honesty and trust prevail. This reduces internal tensions and fosters team spirit. Clients and business partners prefer to deal with organizations that uphold integrity and transparency, leading to the establishment of strong and sustainable business relationships. Additionally, transparency in operations and procedures reduces the likelihood of errors or mismanagement. Integrity means that mistakes, if they occur, are handled clearly and responsibly. Organizations that adhere to integrity and transparency are less prone to legal or regulatory issues, as they operate according to laws and professional standards. Thus, integrity and transparency as professional ethics positively influence performance by improving work quality, enhancing trust, and increasing productivity. They also affect behavior by promoting ethical values, encouraging accountability, and improving internal and external communication. These values contribute to creating a reliable and sustainable work environment that supports long-term growth and success.

Table 6.
Professional Ethics Standards in Information Institutions.

No	Professional Ethics	Percentage %
1	Respect for Laws and Regulations	87%
2	Justice	88%
3	Accuracy	90%
4	Respect for Time	90%
5	Confidentiality	94%
6	Integrity	95%
7	Responsibility	91%
8	Teamwork	91%
9	Respect and Kind Treatment	88%
10	Integrity and Transparency	87%

The application of professional ethics standards in information institutions faces several challenges that can affect their effectiveness in improving the work environment and ensuring adherence to ethical values. These challenges can be summarized in the following table:

Table 7 illustrates the challenges that prevent employees from applying professional ethics.

Table 7.

The challenges that prevent employees from applying professional ethics.

Challenges	Frequency	Percentage %
Lack of Leadership Support	181	86.6%
Weak Ethical Leadership	189	90.4%
Lack of Awareness and Training	190	90.9%
Work Pressure and Lack of Breaks	198	94.7%
Weak Oversight	188	89.9%
Conflict between Personal Values and Organizational Values	198	94.7%
Lack of Resources or Available Tools	178	85.1%

Employees must adhere to the regulations and standards of professional ethics, as they play a crucial role in delivering services effectively. The results from the table indicate that 94.7% of employees believe that work pressure and lack of break time impact their commitment to ethical standards. In institutions that focus heavily on productivity, there may be pressure on employees to compromise certain ethical standards to achieve short-term goals.

Employees often face challenges in balancing their personal interests with the ethical standards they must uphold, leading to situations that require difficult decision-making. Many employees (90.9%) report insufficient training on ethical standards and how to apply them in various situations, resulting in a lack of guidance when faced with ethical dilemmas.

With the advancement of technology and emerging issues such as digital privacy and the use of artificial intelligence, employees may struggle to identify appropriate ethical standards for these new challenges. Additionally, 90.4% of respondents identify weak ethical leadership, attributing it to the poor behavior of some stakeholders. Meanwhile, 89.9% cite a lack of accountability in enforcing penalties for breaches of professional conduct (weak oversight). A significant number (86.6%) mention the absence of incentives for good employees (lack of leadership support), while 85.1% point to a shortage of available resources or tools as a contributing factor.

Strategies to Overcome Challenges in Implementing Professional Standards in Information Institutions

To enhance commitment to ethical standards and overcome challenges in information institutions, several strategies can be adopted, including:

- **Developing a Supportive Ethical Culture:** Leaders in the organization should serve as role models in their commitment to ethics. This sets a standard for all employees to follow.
- **Strengthening ethical standards through continuous communication:** Regular meetings and internal newsletters can help reinforce these standards within the organization's culture.
- **Organizing training workshops:** Conducting training sessions for employees on professional ethics can clarify standards and expectations, raising awareness of their importance. Additionally, training on how to handle conflicts in ethical and constructive ways can reduce tensions and improve teamwork.
- **Establishing clear procedures for reporting issues:** There should be transparent processes for investigating complaints and addressing any issues. Regular evaluations of the ethical performance of departments and individuals can help identify areas for improvement and ensure compliance with standards.
- **Rewarding ethical behaviors:** Recognizing and rewarding employees who demonstrate a strong commitment to ethics can encourage others to adopt similar practices. Incorporating ethical compliance into annual performance evaluations underscores the significance of these standards.

By implementing these strategies, organizations can effectively address the challenges they face in adhering to ethical standards and foster a positive and productive work environment.

3. Conclusion

From the above discussion, the researchers highlight several key points regarding the importance of professional ethics in the workplace. First, ethical standards play a crucial role in regulating employee behavior, ensuring that they embody the principles expected during their work. Second, these standards establish the guiding principles and values that foster moral cohesion and interconnectedness within the work environment. Third, it is essential for administrators to avoid exercising authoritarian control over their employees, as this can undermine ethical conduct. Finally, to mitigate unethical behaviors, reinforcing a system of rewards and penalties emerges as an effective strategy. By adhering to these ethical principles, organizations can cultivate a healthier, more productive workplace, enhancing both individual and collective success.

4. Results

1. Implementing professional ethics standards in information institutions can lead to improved job performance, enhanced collaboration and transparency, and a reduction in conflicts and unethical behaviors. Additionally, it can contribute to increased job satisfaction, better relationships between employees and management, and foster innovation and creativity.
2. Adopting ethical standards can enhance job performance by reinforcing commitment and discipline in task execution. Employees who feel bound by strong ethical principles are more inclined to perform their tasks with higher quality and consistency.
3. The application of ethical standards promotes transparency and credibility within the organization, leading to increased trust from clients and stakeholders in the institution's services. This, in turn, positively impacts the organization's reputation and increases its chances of success in the market.
4. When ethical standards are properly implemented, they foster cooperation and mutual respect among employees. A professional environment that supports ethics reduces conflicts and improves teamwork.
5. Having clear standards limits unethical behaviors and makes employees more aware of their consequences, thereby decreasing practices such as intellectual theft, information manipulation, or improper use of organizational resources.
6. With the implementation of ethical standards, employees become more committed to laws and organizational policies. This commitment helps reduce legal violations and lowers the likelihood of facing penalties or legal disputes.
7. The implementation of professional ethics standards often leads to improved employee satisfaction with the work environment, as they feel part of a fair institution committed to ethical values. This feeling enhances loyalty to the organization and reduces turnover rates.
8. Ethical standards help achieve a balance between the demands placed on employees by the organization and their personal aspirations. By adhering to these standards, employees can achieve their personal goals without negatively impacting the organization's objectives.
9. When the work environment is grounded in professional ethics, employees feel safe to express their ideas and innovations without fear of criticism or marginalization. This contributes to fostering creativity and innovation within the organization while reducing the psychological pressures faced by employees due to conflicts or unfair practices.

5. Recommendations

1. Institutions should provide regular training programs for employees on professional ethics standards, clarifying how to apply them in daily situations. This helps enhance ethical awareness and supports sound decision-making.

2. Institutions should integrate professional ethics standards into their internal policies and regulations. This integration ensures that ethics are part of all institutional processes and job evaluations.
3. Establish secure and reliable reporting systems for any unethical behavior within the institution, ensuring the confidentiality of the whistleblower's identity. These mechanisms promote transparency and help hold violators accountable.
4. Institutions should appoint leaders who adhere to the highest standards of professional ethics and serve as role models for employees. Ethical leadership contributes to creating a work environment based on respect and collaboration.
5. Ethical standards should be included in performance evaluation criteria, rewarding employees who demonstrate ethical professional behavior.
6. Encourage a supportive work environment that fosters open communication about ethical issues, allowing employees to discuss the ethical challenges they face without fear of retaliation.
7. Institutions should implement policies that support work-life balance for employees, reducing pressures that may lead them to compromise ethical standards at work.
8. Regular surveys should be conducted to measure employees' commitment to professional ethics standards, with results analyzed to take appropriate actions for improvement when necessary.
9. Employees should be incentivized to adhere to professional ethics standards through financial and non-financial rewards for exemplary ethical behavior.
10. In information institutions that heavily rely on technology, clear policies should be established regarding the ethical use of modern technologies, such as artificial intelligence and big data, ensuring that technology is not exploited unethically.
11. Institutions should ensure that ethical standards are applied fairly and equitably for everyone, without discrimination or bias. The application of justice fosters a culture of trust and loyalty among employees.
12. Information institutions should stay updated on the latest developments and global standards in professional ethics, ensuring their policies are revised accordingly.
13. Establish a team or committee within the institution responsible for monitoring the application of professional ethics standards, investigating any ethical violations, and ensuring compliance with established norms.
14. Involve employees in the development of professional ethics standards through consultations or workshops, enhancing their sense of belonging and increasing their commitment to those standards.
15. Encourage continuous dialogue and feedback from employees regarding ethical practices, creating a culture where ethical considerations are prioritized and respected.

Transparency:

The authors confirm that the manuscript is an honest, accurate, and transparent account of the study; that no vital features of the study have been omitted; and that any discrepancies from the study as planned have been explained. This study followed all ethical practices during writing.

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