

## Rules and Procedures of Old Age Homes: Indispensable in promoting Enrichment of Senior Citizens

Corresponding Author: Dr. Radhika Kapur University of Delhi

Email: [radhikakapur2004@hotmail.com](mailto:radhikakapur2004@hotmail.com)

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### **ABSTRACT:**

The individuals, employed in old age homes are required to be well-versed in terms of the factor that in order to carry out the functioning of old age homes in an efficient manner, individuals are required to formulate rules and procedures. These are required to be put into operation in a well-ordered and regimented manner. The individuals are required to follow these. These are normally flexible. In other words, the individuals in leadership positions bring about changes in these. Furthermore, it needs to be ensured, changes are to take place in a satisfactory manner. It needs to be ensured, these are followed by all the members. It is apparently understood that in old age, senior citizens are overwhelmed by various types of health problems and illnesses, hence, it is of utmost significance to make provision of medical and health care facilities. These are required to be put into operation in a manner, which are favorable in promoting well-being and goodwill of senior citizens. The discipline is promoted within the environmental conditions, when the senior citizens and other members are abiding by rules and procedures. These are related to different factors, i.e. making visits to other places, visits of family members and friends and so forth. Therefore, it is understood on a comprehensive basis that rules and procedures of old age homes is indispensable in promoting enrichment of senior citizens. The main concepts that are taken into account in this research paper are, rules and procedures of old age homes and factors highlighting that abiding by rules and procedures is enriching to senior citizens.

**Keywords:** *Enrichment, Formulation, Health Conditions, Living Conditions, Procedures, Rules, Senior Citizens, Well-being*

### **INTRODUCTION:**

In India, throughout the country in both urban and rural communities, there are old age homes. The main objective of establishment of old age homes is to make provision of shelter and other services to senior citizens. The senior citizens live in old age homes due to number of reasons. One of the important reasons is, when they do not get along with their family members, they feel comfortable in migrating to old age homes (Airaksinen, n.d.). Within old age homes, there should be formulation of appropriate rules and procedures, which would contribute efficiently in leading to enhancement of overall living conditions of senior citizens. The individuals in leadership positions are vested with the authority and responsibility of formulating different types of rules and procedures. The primary objective is to promote well-being and goodwill of senior citizens. All the members of old age homes, irrespective of their job positions in the hierarchy are required to abide by the rules and procedures. Therefore, these need to be formulated appropriately and promote functioning of old age homes in a well-ordered manner.

It is vital for old age homes to prepare a write up or a prospectus, which would make provision of sufficient details in terms of the area, number of rooms, physical

structure, management, administration, staff with designation and qualification, intake capacity, number of senior citizens on board, policies and practices on admission, facilities available, i.e. medical, health care, counseling and guidance, admission criteria, entitlements, rights and opportunities and other information to be aware of (Butts, n.d.). The old age homes should be well-aware in terms of all the policies and practices that would be facilitating in promoting well-being and goodwill of senior citizens. All the resident senior citizens are to be given identity cards, issued by the superintendent of Home or by the District Social Justice Officer. The identity card should contain the photo, name, address, age, income and blood group of senior citizens. As a consequence, all the senior citizens will access various types of services in an adequate manner. Therefore, the different types of policies and practices should be facilitating in promoting well-being of senior citizens. Furthermore, functioning of old age homes will be facilitated appropriately.

### **Rules and Procedures of Old Age Homes:**

Within old age homes, individuals in leadership positions and other members are required to work in collaboration and integration with each other in order

to implement functioning of old age homes. In order to carry out this job duty, the individuals are required to be well-versed in terms of methodologies and procedures, which would be facilitating in carrying out this task adequately (Periera, Martins, Martins, & Willians, 2009). Furthermore, formulation of rules and procedures are regarded as efficacious on a comprehensive basis. The individuals are required to augment their information in terms of different types of modern, scientific and innovative methodologies, which would prove to be adequate to a major extent. Hence, it is well-understood, different types of policies and practices should be facilitating in promoting well-being of senior citizens. Furthermore, functioning of old age homes will be facilitated in an appropriate manner. Therefore, in order to generate desired outcomes, it is of utmost significance to be well-informed in terms of rules and procedures. These are stated as follows:

### **Time-Table:**

The time-table is the instrument, which would perform items of an activity to be performed how and when. It would facilitate the checking of the activities. Furthermore, one has to make sure that activities are put into operation in accordance to the plan. In the time table, the timings are specified for senior citizens, when they are to wake up, at what timings, they are to go to bed and daily life routine activities. The senior citizens need to follow the time-table. The meals are given to senior citizens in accordance to the timings. Furthermore, library facilities and computer centres open and close in accordance to the timings. As a consequence of following the timings, the functioning of old age homes will be carried out in a well-ordered and disciplined manner.

The senior citizens normally get engaged in different types of tasks and activities, i.e. group work, prayer, leisure and recreation, physical activities, entertainments and play. Furthermore, they need to make sure, they put into operation time-management skills. These are the skills that are facilitating in taking out sufficient amount of time for all tasks and activities. As a consequence, all tasks and activities will be put into operation in accordance to the timings. Furthermore, senior citizens and other members will promote good health, physically and psychologically. Therefore, time-table is regarded as one of the indispensable rules and procedures of old age homes.

### **Code of Conduct and Behavior for Residents:**

It is apparently understood that all the members within old age homes, i.e. senior citizens and other staff members need to be well-informed in terms of communication ethics, i.e. making use of polite language and decent words; treating others with respect and courtesy; maintaining eye contact when communicating face to face; possessing an

approachable nature and an amiable attitude and making provision of accurate information. The possession of adequate information in terms of communication skills is regarded as vital to augment code of conduct and behavior for residents. Furthermore, the individuals will be able to form cordial and amiable terms and relationships with each other (Code of Professional Ethics, 1999).

Within old age homes, it is of utmost significance for the individuals to promote a normal mind-set. This will be facilitating in promoting good health, physically as well as psychologically. Furthermore, individuals will render an important contribution in carrying out all types of job duties and responsibilities in a well-ordered manner. As a consequence, individuals will acquire reverence and appreciation from others. Hence, they will contribute efficiently in augmenting their social circle and alleviating loneliness. Therefore, code of conduct and behavior for residents is one of the significant rules and procedures of old age homes.

### **Visits by Relatives:**

The senior citizens are visited by their relatives. The relatives include distance as well as immediate family members. The primary objective of their visit is to enquire about the health conditions and well-being of their family members. The relatives, who are local may visit on a frequent basis as well. Hence, there are formulation of certain rules, which need to be formulated by senior citizens. The timings of the visitors are normally three to five. Furthermore, they are required to obtain permission of superintendent. Within old age homes, there should be a separate place for two parties to meet. The senior citizens are allowed to meet with their relatives within their rooms.

The relatives are allowed to give senior citizens various items, i.e. blankets, food items, clothing, heating and cooling equipment in accordance to the weather conditions and so forth. The visitors are allowed to live maximum of two nights, particularly the ones, who are visiting from other regions. The communication processes are required to take place in a polite and decent manner. When the relatives are to stay with senior citizens, they are required to follow certain rules and regulations. Playing of loud music is prohibited. Therefore, visits by relatives is an expedient rule and procedure of old age homes.

### **Visits by Senior Citizens to Family Members:**

In order to promote enhancement of overall living conditions, senior citizens are required to be well-versed in terms of methodologies and procedures, which would be facilitating in promoting enrichment of living conditions adequately. Furthermore, formulation of rules and procedures are regarded as efficacious on a comprehensive basis. The senior citizens do make visits to their family members, particularly when they have cordial and amiable terms

and relationships with them. Furthermore, it is of utmost significance to be well-versed in terms of methodologies and procedures.

Visits by senior citizens to family members is usually once a month. When they need more time to spend with their family members, they are required to obtain permission from the superintendent. Within old age homes, the superintendent is required to generate information in terms of certain details, i.e. whom they are visiting, relationship, address, phone number, email and purpose of visit. In most cases, they are given permission of visit only on certain occasions, i.e. birth, death, anniversaries and so forth. The senior citizens are normally unable to travel on their own, hence, relatives are vested with the responsibility of taking them and bring them back on time. The relatives are required to give a consent letter that they will take their senior citizens relatives and bring them back on time. The items in the possession at the time of arrival and departure needs to be specified by authorities. Therefore, visits by senior citizens to family members is a renowned rule and procedure of old age homes.

### **Rules for Permitting Senior Citizens to go Outside:**

When senior citizens are to go outside, there are certain rules and factors, which need to be taken into account, i.e. having good health, having someone to accompany them, being mentally sound and being well-versed in terms of places, where one is going. Furthermore, they are required to obtain permission from the superintendent. It is unfortunate to note that in some cases, the senior citizens are not ambulatory. They are required to be dependent on others in order to carry out the activities of daily living of eating, bathing, dressing, toileting and transferring. Hence, the health conditions of senior citizens are regarded to be of utmost significance in enabling them to go outside. The senior citizens, particularly, who are overwhelmed by different types of health problems and illnesses are normally unable to travel on their own, hence, caregivers are vested with the responsibility of taking them and bring them back on time. Furthermore, they make provision of help and assistance to senior citizens. The superintendent specifies the time that senior citizens are required to be back within certain time-frame. The weather conditions are also taken into account in giving permission to senior citizens to go outside. For example, if it is too hot or too cold or is likely to rain, in such cases, the senior citizens are not permitted. The reason being, it is unfavorable to their health conditions. Therefore, rules for permitting senior citizens to go outside is a prominent rule and procedure of old age homes.

### **Correspondence between Senior Citizens and Relatives:**

The correspondence between senior citizens and relatives takes place on regular basis. The relatives include distance as well as immediate family members. The primary objective of their visit is to enquire about the health conditions and well-being of their elderly family members. The relatives include, spouse, children, grandchildren, siblings, nephews, nieces, and in-laws. The relatives, who are local may visit on a frequent basis as well. Hence, there are formulation of certain rules, which need to be followed by senior citizens. The timings of the visitors are normally three to five. Furthermore, they are required to obtain permission of superintendent.

On the other hand, correspondence by senior citizens to family members, who are residing locally is usually once a month. When they need more time to spend with their family members, they are required to obtain permission from the superintendent. Within old age homes, the superintendent is required to generate information in terms of certain details, i.e. whom they are visiting, relationship, address, phone number, email and purpose of visit. In most cases, they are given permission of visit only on certain occasions, i.e. birth, death, anniversaries and so forth. The senior citizens are normally unable to travel on their own, hence, relatives are vested with the responsibility of taking them and bring them back on time. Therefore, correspondence between senior citizens and relatives is a vital rule and procedure of old age homes.

### **Use of Mobile Phones:**

In the present existence, with the advent of modernization and globalization, the utilization of mobile phones have acquired prominence. The senior citizens in some cases are not well-aware in terms of technical skills. These are related to utilization of various types of technologies by senior citizens, i.e. computers, lap-tops, I pads, printers, scanners, photo-copiers, audio-visual aids and so forth. But the utilization of mobile phones is common among senior citizens. They make use of mobile phones in order to communicate in a verbal and written form. Verbal communication takes place face to face through video-calling or over the phones, whereas, written communication takes place through exchanging messages and emails. The communication processes is facilitated of senior citizens with family members and friends. Furthermore, they watch videos, listen to audios and make use of mobile phones for leisure and recreation purposes.

The senior citizens are overwhelmed by various types of health problems and illnesses. As a consequence, they are experiencing psychological problems of anger, stress, anxiety, frustration and depression. These are experienced in a major or minor form. As a consequence, the senior citizens are required to share

their worries and concerns with other members. Hence, they feel comfortable, when they make use of mobile technologies and mobile phones. Being well-informed in terms of concepts and getting engaged in regular practice is advantageous to senior citizens on a comprehensive basis. Therefore, use of mobile phones is a crucial rule and procedure of old age homes.

### **Use of Organization's Phones by Senior Citizens:**

Within old age homes, senior citizens are overwhelmed by various types of health problems and illnesses. As a consequence, they are experiencing psychological problems of anger, stress, anxiety, frustration and depression. Hence, they need someone to share their worries and concerns. They in some cases are unable to get along with other senior citizens, particularly due to differences in culture, nature, personality traits, race, ethnicity, religion and socio-economic backgrounds. Hence, they feel comfortable in communicating with family members and friends. In such cases, when there are some issues related to utilization of mobile phones, the senior citizens make use of organization's phones.

In order to make use of organization's phones, senior citizens are required to obtain permission of superintendent. When they are required to communicate with their family members, they are required to make provision of essential information to the superintendent. Within old age homes, the superintendent is required to generate information in terms of certain details, i.e. name, relationship, address, phone number, and purpose of calling. In most cases, they are given permission of calling, but the calls are normally brief. Therefore, use of organization's phones by senior citizens is a rule and procedure of old age homes, which is implemented, particularly when mobile phones are not functioning appropriately.

### **Management Functions:**

The individuals in leadership positions and other staff member are required to carry out management functions in a satisfactory manner. These are planning, organizing, directing, staffing, leading, controlling and co-ordinating. The planning function is the one, which bridges the gap between, where one is in the present and where one aspires to be in future. Organizing is referred to establishing, forming, shaping, consolidating and unifying. Directing is guiding others in the right direction. Furthermore, individuals need to be well-prepared in terms of different types of methodologies and procedures in order to overcome setbacks. Staffing is referred to recruiting and selecting the right individuals in the right positions at the right time. The personnel are required to make use of their educational qualifications, competencies and abilities

in order to carry out tasks in a well-ordered and disciplined manner.

Leaders are vested with the authority and responsibility of guiding others in the right direction. Furthermore, they impart accurate information and help others in order to cope with different types of problems and challenging situations. Controlling function is performed in terms of management of resources. In addition, it needs to be ensured, wastage is prevented. Co-ordinating is referred to putting in one's best efforts in carrying out different types of job duties and responsibilities in a well-organized manner. Therefore, management functions is a rule and procedure of old age homes, which needs to be acknowledged throughout the implementation of job duties.

### **Medical and Health Care Facilities:**

Senior citizens are overwhelmed by various types of health problems and illnesses, i.e. pain in the joints, low blood pressure, high blood pressure, kidney disorders, diabetes, visual impairments, hearing impairments and so forth. After the age of 70 years, the senior citizens experience decline in vocabulary and usage of words. In some cases, the senior citizens are not ambulatory. They are required to be dependent on others in order to carry out the activities of daily living of eating, bathing, dressing, toileting and transferring. Hence, the health conditions of senior citizens are regarded as primary concerns. It is of utmost significance to make provision of medical and health care facilities. The senior citizens are required to acquire medical check-ups on regular basis. As a consequence, they will be able to obtain treatment to various types of health problems and illnesses.

The medical practitioners and health care specialists make visits to old age homes on regular basis. They convey all the information to senior citizens, which would be facilitating in taking care of their health and well-being. The senior citizens need to make sure, they acquire an efficient understanding of all types of measures. Furthermore, they are required to obtain answers to all types of questions that are overwhelming to them. As a consequence, they will render an important contribution in promoting good health, physically as well as psychologically. Therefore, medical and health care facilities is a rule and procedure of old age homes, which is facilitating in promoting well-being of senior citizens on a comprehensive basis.

### **Counseling and Guidance Services:**

Senior citizens are overwhelmed by various concerns, which enable them to obtain counseling and guidance services. The different concerns that are overwhelming to them are, medical issues, health problems and illnesses, psychological problems of anger, stress, anxiety, frustration and depression, seclusion and

loneliness, inability to carry out various job duties on one's own, and so forth. When these problems and concerns are overwhelming to senior citizens, they are required to obtain counseling and guidance services. These are obtained from professional counselors, medical practitioners and health care specialists. These individuals make visits to old age homes on regular basis. They convey all the information to senior citizens, which would be facilitating in taking care of their health and well-being.

The counselors conduct the analysis of the causes of problems. After the causes are identified, information is imparted in terms of different types of methodologies and procedures, which are facilitating to senior citizens on a comprehensive basis. The senior citizens need to make sure, they acquire an efficient understanding of all types of methodologies and procedures. Furthermore, they are required to obtain answers to all types of questions that are overwhelming to them. In addition, they are required to put these into practice in order to carry out their tasks and activities in a satisfactory manner. As a consequence, they will render an important contribution in promoting good health, physically as well as psychologically. Therefore, counseling and guidance services is a rule and procedure of old age homes, which is facilitating in enabling senior citizens in promoting a normal mind-set.

#### **Daily Routine Activities:**

The senior citizens are different from each other in terms of number of factors, i.e. caste, creed, race, religion, ethnicity, age, gender, educational qualifications, occupations, communities and socio-economic backgrounds. In spite of all these differences, they are required to get engaged in daily routine activities. The senior citizens formulate their daily routine activities and these are considered essential within old age homes as well. As a consequence, they will be occupied in various tasks and activities and will not be overwhelmed by any types of problems and concerns, related to daily lives. One of the important aspects is, senior citizens need to abide by the rules. For example, when they take pleasure in reading, they are required to make visits to the libraries only during the specific timings. Furthermore, rules and regulations need to be followed in terms of other concerns as well.

The senior citizens normally get engaged in different types of tasks and activities, i.e. group work, prayer, listening to religious sermons and religious hymns, leisure and recreation, physical activities, yoga, meditation, entertainments and going for morning or evening walks. Furthermore, they need to make sure, they put into operation time-management skills. These are the skills that are facilitating in taking out sufficient amount of time for all tasks and activities. As a consequence, all types of job duties and

responsibilities will be put into operation in accordance to the timings. Furthermore, senior citizens and other members will promote good health, physically and psychologically. Therefore, daily routine activities is a rule and procedure of old age homes, which is encouraging the senior citizens to promote enhancement of their living conditions.

#### **Factors highlighting that abiding by Rules and Procedures is enriching to Senior Citizens:**

Within old age homes, there should be formulation of appropriate rules and procedures. The individuals are required to work diligently and conscientiously in carrying out this job duty in a satisfactory manner. The main objective is to promote functioning of old age homes in a well-ordered manner. Furthermore, these are facilitating in contributing efficiently in promoting enrichment of overall living conditions of senior citizens. The individuals in leadership positions are vested with the authority and responsibility of formulating different types of rules and procedures (Our Values and Ethics at Work, 2011). The primary objective is to promote well-being and goodwill of organizations, all staff members and senior citizens. All the members of old age homes, irrespective of their job positions in the hierarchy are required to abide by the rules and procedures. Hence, these need to be formulated and followed appropriately. Factors highlighting that abiding by rules and procedures is enriching to senior citizens are, obtaining medical and health care treatment; promoting good psychological health; forming an effective social circle; augmenting information regarding various factors and bringing about improvements in one's overall living conditions. These are stated as follows:

#### **Obtaining Medical and Health Care Treatment:**

Senior citizens are overwhelmed by various types of health problems and illnesses. The health conditions of senior citizens are regarded as primary concerns. It is of utmost significance to make provision of medical and health care facilities. The senior citizens are required to acquire medical check-ups on regular basis. The medical practitioners and health care specialists make visits to old age homes on regular basis. They convey all the information to senior citizens, which would be facilitating in treating their health problems and illnesses. The senior citizens need to make sure, they acquire an efficient understanding of all types of measures. Furthermore, they are required to clarify all types of doubts that are overwhelming to them. As a consequence, they will render an important contribution in promoting good health. Therefore, obtaining medical and health care treatment is regarded as one of the indispensable factors highlighting that abiding by rules and procedures is enriching to senior citizens.

### **Promoting good Psychological Health:**

Senior citizens are overwhelmed by various concerns, which enable them to obtain counseling and guidance services. The different concerns that are overwhelming to them are, medical issues, health problems and illnesses, psychological problems of anger, stress, anxiety, frustration and depression, seclusion and loneliness, inability to carry out various job duties on one's own, being dependent on others, distance from family members and friends, adjustment problems and so forth. When these problems and concerns are overwhelming to senior citizens, they are required to obtain counseling and guidance services. These are obtained from professional counselors, medical practitioners and health care specialists. These individuals make visits to old age homes on regular basis, as their services are important and useful to senior citizens on a comprehensive basis. They convey all the information to senior citizens, which would be facilitating in promoting a normal mind-set. In addition, psychological health will be promoted in an appropriate manner. Therefore, promoting good psychological health is one of the significant factors highlighting that abiding by rules and procedures is enriching to senior citizens.

### **Forming an effective Social Circle:**

When senior citizens form the viewpoint that they have to live in old age homes, they need to reinforce their contacts with other individuals. In other words, they are required to take pleasure in forming an effective social circle. It comprises of staff members and other senior citizens. In order to facilitate this task, it is necessary to be well-versed in terms of communication ethics, i.e. making use of polite language and decent words; treating others with respect and courtesy; maintaining eye contact when communicating face to face; possessing an approachable nature and an amiable attitude and making provision of accurate information. The possession of adequate information in terms of communication skills and interactive abilities are regarded as vital in forming an effective social circle. As a consequence, senior citizens will incur the feelings of pleasure and contentment. Furthermore, they will feel comfortable in living in old age homes. Therefore, it is well-understood, forming an effective social circle is an eminent factor highlighting that abiding by rules and procedures is enriching to senior citizens.

### **Augmenting Information regarding various Factors:**

The senior citizens are augmenting information regarding various factors, i.e. focusing on daily routine activities in a well-ordered manner; taking out

sufficient amount of time for all tasks and activities; augmenting analytical and critical-thinking skills; inculcating the traits of morality and ethics; implementing the traits of diligence, resourcefulness and conscientiousness; coping with different types of dilemmas and challenging situations in a satisfactory manner; putting in efforts to one's best abilities in implementation of tasks and activities; depicting the traits of helpfulness and co-operation; forming positive viewpoints in terms of various factors; reinforcing a constructive approach and promoting a normal mind-set. As a consequence, senior citizens will incur the feelings of pleasure and contentment. Furthermore, they will feel comfortable in living in old age homes. In addition, they will contribute in promoting good health and well-being, both physically as well as psychologically. Therefore, augmenting information regarding various factors is a useful factor highlighting that abiding by rules and procedures is enriching to senior citizens.

### **Bringing about improvements in one's overall Living Conditions:**

Bringing about improvements in one's overall living conditions is regarded as one of the primary goals of in charge of old age homes and senior citizens. In order to achieve this goal, there are various factors in terms of which, employees and senior citizens need to be well-versed. These are, making wise and productive decisions; being well-versed in terms of job duties and responsibilities; being well-versed regarding methodologies and procedures; being informative in terms of pioneering methods and materials; managing financial, human, technical, material and information resources adequately; making provision of infrastructure, amenities and facilities; taking out sufficient amount of time for all tasks and activities; augmenting analytical and critical-thinking skills; inculcating the traits of morality and ethics; implementing the traits of diligence, resourcefulness and conscientiousness and coping with different types of dilemmas and challenging situations in a satisfactory manner. As a consequence, senior citizens will feel comfortable in living in old age homes. Furthermore, they will contribute in promoting good health and well-being, physically and psychologically. Therefore, bringing about improvements in one's overall living conditions is a renowned factor highlighting that abiding by rules and procedures is enriching to senior citizens.

### **CONCLUSION:**

Within old age homes, rules and procedures, are contributing efficiently in promoting enhancement of overall living conditions of senior citizens. Rules and procedures of old age homes are, time-table, code of conduct and behavior for residents, visits by relatives, visits by senior citizens to family members, rules for

permitting senior citizens to go outside, correspondence between senior citizens and relatives, use of mobile phones, use of organization's phones by senior citizens, management functions, medical and health care facilities, counseling and guidance services and daily routine activities. Factors highlighting that abiding by rules and procedures is enriching to senior citizens are, obtaining medical and health care treatment; promoting good psychological health; forming an effective social circle; augmenting information regarding various factors and bringing about improvements in one's overall living conditions. Finally, it can be stated, following rules and procedures is facilitating in promoting well-being of members and overall organizations.

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