

Professional Ethics in the Built Environment and its Impact on Client Behavior

Tchad Sharon Jatau, Ruya Fadason and Christiana Paul (Nigeria)

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SUMMARY

The built environment requires a myriad of professionals to function as expected, considering the different areas of specialization. The importance of a client to the built environment cannot be over emphasized, it is important that the professionals in the built environment attempt to constantly check the pulse of their client in relation to how the client views the work ethics with the sole purpose for constant professional growth. To be a professional in the built environment, it is mandatory to have acquired the relevant academic training or qualification and afterwards be affiliated to a regulatory body saddled with the responsibility of regulating the code of conduct among professionals with shared interests. Each profession has a set of ethics they consider to be what translates as the morals of their profession as this is what determines their conduct in practice. The study aims at stirring up a conversation among professionals in the built environment on whether their conduct is in conformity with what has been stipulated as ethics by their respective regulatory bodies. It further attempts to hold up the mirror on the professional so they can see their reflection from the perception of the client. An opinion survey was carried out on 245 randomly selected built environment clients using the Royal Institute of Chartered Surveyor's ethical behavior standard of integrity, high standard of service, behavior that promotes trust, treating others with respect and taking responsibility for the professional's action was used as universally standard of professional ethics to assess client behavior towards the professionals. Data reviewed from literature reveal that professional ethics in the built environment is universally agreed upon irrespective of the profession. An analysis of retrieved data from the opinion survey from clients also reveal that the client does not perceive the professional to be of high ethical standard as is the view of the professional. It is recommended that the professional make a conscious effort to ensure that they uphold the ethics of the profession as this is the guiding principle on which the built environment is regulated.

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