

*Abashakashatsi n'abakora mu by'ubuvuzi barenga 400 baturutse mu bihugu birenga 30 bagize uruhare kuri iyi mfashanyigisho

Gushyiraho amahame mashya

Gukora mu by'ubuvuzi biragoye - tugomba kwitega ko hazabaho ibibazo mu mahame ngengamyitwarire.

ESE AMAHAME NGENGAMYITWARIRE NI KIMWE MU BIGIZE IMIKORERE YO KU KAZI KANJYE?

Ibibazo by'amahame ngengamyitwarire ntibigarukira ku gihe runaka gusa kandi bishobora kuba bidashingiye ku mabwiriza agenga imyitwarire. Politiki n'imikorere bigomba kubyubahiriza.

Ibintu bihinduka uko ubuvuzi bugenda butangwa, bisaba guhora witeguye no kwita ku bibazo by'amahame ngengamyitwarire bigenda bivuka. Guteganya ingorane mbere y'igihe bidufasha kumenya ko ibintu bishobora guhinduka mu buryo tutari twiteze. Buri kibazo cyose duhura na cyo gishobora kuba kirimo ibintu byinshi kandi gisaba ubufatanye kugira ngo tubone igisubizo cyiza

Abaganga bashishikarizwa kugira icyo bavuga igihe bahuye n'ibibazo bijyanye n'amahame ngengamyitwarire no gusaba ubufasha bagenzi babo bari mu gisata cy'ubuvuzi ku rwego rw'isi. Tugomba kwitega amakuru y'impinduka n'imbogamizi muri gahunda yo kuvugana n'abaganga kandi tugashyigikira gushakisha ibisubizo.

Uburyo bwo kumenya neza amahame ngengamyitwarire bugomba kuba burimo ubw'amategako n'amabwiriza bigenga imyitwarire n'uburyo bwo gufasha abantu kubahiriza amahame ngengamyitwarire. Kubahiriza inshingano mu bihe by'ubuvuzi bigoye bigomba kuba birimo:

- Igenzura ry'ubuvuzi rihoraho n'igenzura rikozwe n'abo muhuye umwuga
- Uburyo bwo gutanga raporo no gusangizanya imbogamizi wahuye na zo n'ibisubizo byagezweho (ku buryo bwo kurushaho kuzuza inshingano no kuzamura umuco wo kwiga)



VUGISHA ABANDITSI

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Kuzana ibisubizo ku bibazo by'amahame ngengamyitwarire bigaragara mu bihe bigoye byo kwa muganga

Ibisubizo ku mahame ngengamyitwarire:

- bigamije guteza imbere umutekano n'imibereho myiza by'abakiriya bacu
- bigamije kurinda umutekano n'imibereho myiza y'abaganga
- bigamije gushishikariza ubutabera n'imibereho myiza y'abaturage
- biboneka ahantu henshi
- byubakiye ku ndangagaciro z'ubumuntu n'iz'umuryango
- byagenewe kwita ku nzira yose y'ubuvuzi, harimo n'ingaruka z'ubuvuzi z'igihe kirekire.
- bigamije guhuza n'amahame y'ibanze n'amabwiriza y'ingenzi
- bikunda binyuze mu bufatanye, gutekereza ku myanzuro yafashwe no gufungukira guhanga udushya
- byita ku ngaruka ziterwa n'ubushobozi butandukanye mu miyoborere, imikorere na raporo zo kwa muganga
- bishyigikiye na gahunda z'ibigo n'ubufasha bukomeza
- bishobora gusaba ko twe (n'abakiriya bacu n'abafatanyabikorwa ba serivisi zacu) twitegura "gukora urugendo rururere".

Gufata icyemezo cy'imyitwarire ku buvuzi bugoye si:

- ugushyiraho gusa no gukurikiza inzira isanzwe cyangwa inzira ihamye
- igikorwa cyo "kugira rimwe"
- ntibiterwa ahanini n'ibyemezo by'imari cyangwa gahunda za politiki
- ntabwo bikorwa mu buryo bwitandukanyije n'abakiriya bacu, cyangwa n'abaturage. - nta ngamba z'ubuvuzi zigomba gufatwa.



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Urugendo rw'ubuvuzi hakurikijwe amahame mbwirizamuco

Ubuuvuzi butangwa mu bihe bigoye bugaragaza inzitizi zihariye. Uburyo bwiza bwo gukora ibintu mu mimerere imwe n'imwe, bushobora kuba budakwiriye mu yindi mimerere. Ibi bishobora gutuma habaho ibibazo ku mahame ngendamyitwarire mu rugendo rw'ubuvuzi.

Mu mico itandukanye, ubufatanye n'icyizere muri serivisi z'ubuvuzi ku buzima n'ubuzima bwo mu mutwe bigirwaho ingaruka no: gusobanukirwa no kubaha icyo umuco uvuga, gukora ibikorwa bijyanye n'umuco no kuboneka kw'abakozi bafite imyitwarire mu mico itandukanye.

Intego y'iyi mfashanyigisho n'agatabo gato ni:

- Gutanga umusanzu mu rugendo rw'isi yose rw'imikorere y'umuco mu bafatanyabikorwa b'isi mu by'ubuzima; no kunoza uburyo bwo kubona ibikoresho byo gushyigikira ibikorwa mu nzego z'ubuzima z'ibihugu, imiryango itegamiye kuri leta no mu bikorwa by'abikorera

Ni iki kizatuma habaho imihati ihoraho yo gukurikiza amahame ngengamyitwarire mu bikorwa by'ubuvuzi?

Imyitwarire yo mu bikorwa by'ubuvuzi yerekeye gufata ibyemezo bya buri muni n'ibikorwa mu bice byose bya serivisi z'ubuvuzi, cyane cyane mu gihe cyo kuvugana n'umurwayi.

Mu kudufasha kumenya no guhangana n'ibibazo bijyanye n'amahame ngengamyitwarire, twagaragaje ibintu bigira ingaruka ku byiciro byose bigize urugendo rw'imikorere y'abaganga:

- Ahantu:** ibijyanye n'imiterere y'ahantu, politiki, umuco n'amateka byaho
- Abantu:** abakiriya, abaganga, bagenzi babo, abafatanyabikorwa b'abaturage
- Amahamwe:** Imyitwarire n'amategako agomba kugenga imikorere
- Ibyabanje:** imikorere yo hambere - ibyagezweho n'ibitaragenze neza Kwitegereza kuri buri kimwe muri ibyo bintu 4 bishobora kugaragaza ibibazo by'umuco kandi bikadufasha kubona ibisubizo by'ibishoboka..

Ibikorwa by'ubuvuzi bigira ingaruka ku buzima bw'abantu. Imikorere rusange y'amahame ngengamyitwarire irangwa n'impuhwe, guhuza n'imimerere iriho no kuzuza inshingano ku rugero rumwe.

Buri gihe ntabwo ibibazo by'amahame ngengamyitwarire bigaragara, kandi gushakisha ibisubizo bishobora kuba ingorabahizi. Ubufatanye bushobora gushimangirwa iyo ibyo bikorwa bikorerwa hamwe.

Akenshi usanga hari uburyo bwinshi bwo gukemura ikibazo kimwe mu birebana n'amahame ngengamyitwarire. Rimwe na rimwe, ikibazo kiba guhitamo "uburyo bwiza cyane, n'ubwo budatunganye, muri iki gihe".

Imbogamizi n'ibisubizo biboneka mu buryo bw'imikoranire ihinduka - icyagenze neza ubu gishobora kutazakora neza ubutaha - ibisubizo byacu bigomba guhuza n'ihinduka ry'imimerere.

Kuba umuntu yiteguye kwakira ibitekerezo bishya bishobora gutuma habaho guhanga udushya mu bihe tutari twiteze. Incuro nyinshi, ibisubizo bishobora kuba ari ibisubizo by'amahame ngengamyitwarire

IMBERE: Amakuru atangwa mu buryo bw'amafoto
IGIFUNIKO CY'IGITABO: Gushyira amahame mashya mu bikorwa byacu no mu bigo byacu

Urugendo rw'ubuvuzi hakurikijwe amahame ngengamyitwarire

Gushyira imbaraga mu buryo dukora ibikorwa by'ubuvuzi bigoye kandi biteye inkeke mu rwego rwo kuzamura imyitwarire ihuje n'amahame ngengamyitwarire no kugera ku musaruro mwiza

Imyitwarire myiza ni ingenzi kuri buri cyiciro cy'urugendo rw'ubuvuzi.

Urugendo rw'ibikorwa by'ubuvuzi ni rurerure kandi akenshi ruragoye mu bice birimo ibintu biruhije. Ibibazo by'umuco bishobora kuvuka mu cyiciro icyo ari cyo cyose, uhereye ku gutanga raporo kugeza ku murage ukomeza kubaho nyuma y'igihe kirekire kubonana n'umurwayi birangiye.

NI IKI NAKORA KUGIRA NGO NGIRE URUHARE KU MAHAME NGENGAMYITWARIRE? MFITE IYIHE NTEGO?

Iyi mfashanyigisho yagenewe gushyigikira gutekereza ku bibazo birebana n'imyitwarire wagira dushobora guhura na byo muri buri cyiciro. Zirikana ko urugendo rw'ibikorwa y'ubuvuzi rudashingiye ku bintu biri ku murongo kandi ko rudashobora gutahurwa kare. Uburyo ibyiciro bikurikirana bushobora kuba butandukanye. Akenshi biba ngombwa kongera gusuzuma ibyiciro by'ubuvuzi byabanje.

Ibintu 4

Ibikorwa byahujwe

Aho ibibazo by'amahame mbwirizamuco n'ingorane bivuka. Aho umuti w'icyo kibazo ushobora kuboneka.

Ibi bikorwa bikorana mu byiciro byose by'imikorere y'ubuvuzi. Kugira ngo dusobanukirwe ibibazo duhura na byo no kugira ngo tubone umuti w'ibibazo dufite, tugomba gutekereza kuri ibyo bikorwa mu buryo butandukanye.

AHANTU

Ni iki kizafasha muri icyo mimerere?

ABANTU

Ni nde uzadufasha gukora ibyo dushoboye byose kandi akaduha ubufasha dukeneye?

AMAHAME

Ni iyihe mitekerereze n'amahame bizatuyobora neza?

IBYABANJE

Ni iki tugomba gukurikiza cyangwa se kwibaza mu buryo bwashyizweho bwo gukora?



Umuco w'Ahatangirwa Ubuvuzi

Buri wese uko abona n'uko yumva ibintu biterwa n'ikigo/ahantu ndetse n'aho watorejwe.

Ni mu buhe buryo umuco w'umwuga w'iyi serivisi yo kwa muganga ushobora gutuma habaho amahirwe y'ingirakamaro cyangwa amakimbarane atagira umumaro ku mikorere myiza y'iyi serivisi?

Gukurikirana & Kumenyera imimerere ihari

Ibimenyetso dukusanya biduha ihame mbwirizamuco tugenderaho kugira ngo twongere twemeze cyangwa twongere dusuzume uburyo twasobanukiwe uburwayi bityo tubone uko dutanga ubuvuzi.

Mbese twagaragaje ko dufite ubushake bwo gusuzuma ibyemezo twafashe, gusuzuma no kongera kureba gusobanukirwa uburwayi hamwe n'uyu mukiriya? Ni gute duhitamo ibikoresho byiza?

Gushyiraho Ahantu Habereye Ubuvuzi

Ahantu ho kuvurira ni ingenzi cyane kugira ngo ibyavuye mu buvuzi bibe bifite ireme. Ni umusingi ugamiye ubufatanye mu gikorwa cy'ubuvuzi mu bihe by'amakuba n'ibyago

Ese turi gushyira imbere uburyo bwo bw'icyizero n'ubudafite aho bubogamiye mu gikorwa cyacu cy'ubuvuzi?

Gushyira Iherezho ku Bikorwa by'Ubuvugizi Byateganyijwe n'Ibitateganyijwe

Kwiyumvisha ko iherezho ry'ibikorwa riraba ryiza, uko ryaba rimeze kose, bishobora kugira uruhare rukomeye mu birava mu guhabwa ubuvuzi

Twamenya dute ko iherezho ryo kubonana na muganga ari uburyo bwo kwemeza cyangwa gutera imbaraga?

Kubungabunga umubano n'abakiriya

Kwitega ko hari ibibazo bizaba muri iyi mibanire bidufasha kubikemura mu buryo buciye mu mucyo igihe bibayeho

Ese umubano dufatanye n'umukiriya wacu yaba igenda irushaho kuba myiza bitewe n'ubufatanye dufatanye?

Imibanire n'Abandi Bafatanyabikorwa

Ni iki kizadufasha gushyiraho no gushimangira umuco wo gufatanyabikorwa n'abandi bireba mu bikorwa byacu?

Ni iki kizadufasha gushyiraho no gushimangira umuco wo gufatanyabikorwa n'abandi bireba mu bikorwa byacu?

Ingaruka z'Ubuuvuzi z'Igihe Kirekire

Tugomba guhora dutekereza ku ngaruka z'igihe kirekire ziterwa n'ubuvuzi ubwo ari bwo bwose, haba ku murwayi n'umuganga.

Ni izihe ntambwe z'ingenzi mu kwemeza ko ibikorwa by'ubuvuzi bishobora guhindurwa mu buzima bw'abakiriya bacu?



Ubuuvuzi

Ubuuvuzi buzagira icyo bukora gihambaye ni ubuzatanga ibyo umukiriya akenye muri iki cyiciro cyihariye.

Ni mu buhe buryo umuco w'abakiriya n'abaganga ushobora kugira uruhare mu gutuma ubuvuzi bugera ku ntego?

Gusobanukirwa uburwayi

Gutega amatwi neza inkuru y'uburwayi bw'umukiriya ni ingenzi cyane mu kumenya neza ko isuzuma ryacu ryimbitse, rifite aho rishingiye kandi ryageze ku ntego yayo.

Ni mu buhe buryo iri suzuma rishobora gutuma habaho guosbanukirwa uburwayi nabi?

Kugirana Imishyikirano Igamiye Ubuvuzi

Igikorwa cyose cy'ubuvuzi cyagenze neza Kiba kirimo ubufatanye burangwamo no kubahana hagati y'umurwayi n'abatanga serivisi z'ubuzima.

Ni gute dushobora kugirana imishyikirano y'ubuvuzi n'umurwayi mu gihe hari itandukanirwo ry'imico?

Amahame Yakuyobora n'Indangagaciro

Imbumbe y'amahame shingiro – by'umwihariko mu bihe bigoranye by'uburwayi .



WITEZA IBYAGO

Igikorwa cyose cy'ubuvuzi cyagenze neza Hashobora kubaho ibyago bikomotse ku gukora igikorwa runaka mu buvuzi cyangwa kutagira igikorwa. Menya uburemere n'ingaruka z'amahitamo y'ubuvuzi wafashe. Kora ku buryo wirinda ko habaho ibyago.

ITONDE GIRA

UBUTWARI TEKANA

Basha kumenya no gusubiza witonze ibibazo by'amahame mbwirizamuco, kuba maso ku mutekano w'abakiriya, abaganga n'abaturage.

GUFASHA MU KUZAMURA IMIBEREHO MYIZA

Kuzana impinduka zikenewe kandi zihutirwa kugira ngo dufashe abakiriya bacu kuba beza kurushaho no kugira uruhare rwiza mu isi ibakikije. Kuba umuvugizi ku by'ubuzima bwo mu mutwe n'imibereho myiza kugira ngo abaturage bagwize imbaraga..

SHYIRA IMBARAGA MU KWIYUNGURA UBUMENYI

Ite kandi ushishikarire byimazeyo kongera ubumenyi mu mibanire n'abandi no kwitoza gusuzuma imyanzuro wafashe.

KWIEGEREZA NO KUGIRA IMPUHWE

Buri gihe kora mu buryo wisanisha n'abandi kandi ugire impuhwe.

HUZA : MBERE NA MBERE ABANTU N'ISI

Ita cyane ku mibanire - menya ko ari ishingiro ry'ibikorwa by'ubuvuzi - tega amatwi witonze, ube umwizerwa, ukorere mu mucyo kandi wubahirize nshingane, kandi witware neza.

KWIYEMEZA

Isuzume, wubahirize inshingano kandi ntucogore igihe uhuye n'inzitizi ku mahame ngengamyitwarire.