

Chapter 9

Application of Governance, Risk Management, and Compliance Practices in the Public Service, in Light of the Tam Model: A Study at the Federal Institute of Bahia


Rômulo Brito Oliveira

Universidade de Pernambuco, Brazil

Luiz Carlos Miranda

Universidade de Pernambuco, Brazil

Carlos Pinho

 <https://orcid.org/0000-0002-5509-2921>

Universidade Aberta, Portugal

ABSTRACT

This work's main objective was to study the application of governance, risk management and compliance (GRC) practices at Federal Institute of Bahia (IFBA), based on COSO-ERM, ISO 31000, and PMBOK. The application was carried out from the perspective of the technology acceptance model (TAM) to investigate users' perception of using a GRC system. The study is based on a questionnaire graded

DOI: 10.4018/979-8-3693-5923-5.ch009

on a seven-point Likert scale. This model, originating in studies by Davis in 1986, located a fundamental conceptual framework for understanding how people perceive and adopt new technologies. The results demonstrate the applicability of the TAM model to measure perceived usefulness and ease of use in relation to the use of new technologies. It is also concluded that managers perceive greater usefulness and ease of use than subordinates, in relation to the proposed system. Thus, this study contributes to the development of studies on the GRC theme by systematizing practical implementation guided by international models, evaluating the perception of servers using the system in light of the TAM model.

1. INTRODUCTION

1.1 Endorsing the Investigation

The continuous evolution in management strategies has highlighted the importance of Governance, Risk Management and Compliance (GRC), driving debates on the integration of these elements to ensure better organizational performance. When integrated, GRC management encompasses the identification, control, definition, execution and monitoring, allowing the coordination and integration of these activities jointly (Hoefflich et al., 2016). Directing efforts to GRC activities is necessary, considering not only the constantly evolving regulatory demands, such as the fiscal responsibility law and the anti-corruption law, but also the intrinsic need to monitor practices to avoid crises and protect internal and external threats.

The convergence between GRC elements has been explored as a unified and broad approach to ensure compliance with standards and regulations, contributing to the promotion of transparency, ethics and responsibility. According to Winter (2008) GRC is a management model that fosters unification, communication and collaboration among various stakeholders in management, while controlling the organization's operations. GRC's contributions, therefore, are relevant to any organizational environment, whether in the private or public sector. Brazilian government organizations face increasing risks, including corruption, fraud, and embezzlement. Thus, its implementation in public agencies should be treated as a key element in the management strategy, adopting an internal control approach based on risk management. This robust recommendation leads the organization to achieve its objectives, even in an environment of uncertainty related to organizational activities. (OECD, 2011).

The adoption of GRC often requires information systems, since such technological tools must be used as an integral part of government modernization strategies, generating public value (Ministry of Planning, Development and Management,

50 more pages are available in the full version of this document, which may be purchased using the "Add to Cart" button on the publisher's webpage: www.igi-global.com/chapter/application-of-governance-risk-management-and-compliance-practices-in-the-public-service-in-light-of-the-tam-model/363446

Related Content

Is Share Ownership a Condition for the Voluntary Revelation of Human Capital?: Empiric Evidence From Mexican Trades

Ruth Leticia Hidalgo, Amada Hidalgo, Miguel Ángel Oropeza, Eleazar Villegasand Sofia Elizabeth Ávila (2020). *International Journal of Corporate Finance and Accounting* (pp. 21-36).

www.irma-international.org/article/is-share-ownership-a-condition-for-the-voluntary-revelation-of-human-capital/258726

Financial Evaluation of the Greek Port Authorities Operating as GOPC

Mihail N. Diakomihalis, Anastasia Drouliaand Evangelia Kasimati (2017). *International Journal of Corporate Finance and Accounting* (pp. 59-84).

www.irma-international.org/article/financial-evaluation-of-the-greek-port-authorities-operating-as-gopc/204428

Theoretical Starting Points

(2019). *Time Bank as a Complementary Economic System: Emerging Research and Opportunities* (pp. 1-27).

www.irma-international.org/chapter/theoretical-starting-points/212451

Financial Evaluation of the Greek Port Authorities Operating as GOPC

Mihail N. Diakomihalis, Anastasia Drouliaand Evangelia Kasimati (2017). *International Journal of Corporate Finance and Accounting* (pp. 59-84).

www.irma-international.org/article/financial-evaluation-of-the-greek-port-authorities-operating-as-gopc/204428

Banking Governance: Perspective of Islamic Banking

Mohamad Adamand Muizzuddin (2020). *Growth and Emerging Prospects of International Islamic Banking* (pp. 263-277).

www.irma-international.org/chapter/banking-governance/249044