

Ethics_JG Class 02

5th July, 2024 at 5:00 PM

SIGNIFICANCE OF OBJECTIVITY FOR CIVIL SERVICES (5:09 PM)

- i. Fewer errors in decision-making:
- Civil servants often make decisions without the benefit of hindsight and objectivity helps in ensuring that decision-making is more accurate in nature.
- Not only that they can justify their decisions at a later stage if the decision was made as per a careful analysis.
- ii. Ensures accountability:
- Enforcing the accountability of the civil servants also becomes easier if decision-making is objective in nature.
- iii. Merit-based decision making:
- Decisions are taken on the basis of the merit of the case and not biases.
- It promotes critical thinking and avoids situations where superstition may drive decisions.
- iv. It limits the use of discretionary power and therefore, contains corruption.

Inculcating objectivity in the administration or governance: (5:19 PM)

- Drawing elaborate SOPs (Standard Operating Procedures) and guidelines for various government departments.
- Improving the quality of data available to the government through surveys and other statistical exercises.
- Using data analytics tools to make decisions within the government.
- Seeking citizen feedback on various service delivery mechanisms.
- Social audit can be a powerful mechanism for inculcating objectivity (example: MGNREGA).
- Evolving objective criteria to assess the performance such as the **KPI/KRs/OKR** approach adopted by the private organizations.
- KPI- Key Performance Indicators.
- KR- Key Results.
- OKR- Objective s& Key Results

Some challenges with Objectivity: (5:41 PM)

- Being objective at all times is not desirable especially if it comes at the cost of empathy and compassion.
- It may lead to a situation where the civil servants may ignore the genuine concerns of the citizens.
- As per **Rawl's Justice approach**, people placed in different circumstances should be treated differently; objective approach may fail in this scenario.
- Adhering to rules and regulations should not be the end goal of the civil services rather they should focus on the upliftment of the society.
- Objectivity may not be useful in certain situations especially while resolving ethical challenges.
- Taking an objective approach can be challenging especially because of the lack of availability of coherent data with the government.

Courage and Fearlessness (6:00 PM)

- **Courage:**
- Courage means doing one's duty without considering the adverse consequences.
- It refers to the ability to take decisions and actions and to stick to one's values and principles despite the possibility of unfavorable outcomes.
- According to **Nelson Mandela**, "**Courage is not the absence of fear but the triumph over it**".
- Courage is the first of the human qualities because it guarantees adherence to other values.
- It helps individuals in making ethically correct decisions, however, tough the situations and the circumstances.

Importance of Courage for the Civil Services: (6:20 PM)

- It helps the civil servants to stay firm on their core values and principles irrespective of hardships.
- Civil servants often face numerous temptations as a part of their work.
- It is courage that allows them to make the right decisions.
- A civil servant is supposed to lead by example and for that courage is of utmost importance.
- Financial irregularities have become a common phenomenon in the government and to expose them one needs courage.
- Policymaking often results in failures and only a courageous individual has the ability to accept the mistakes and to rectify them.
- Civil servants always make unpopular decisions and only courage can help them in such situations.
- Courage is important to ensure a well-functioning society as **Napoleon once said "The world suffers a lot not because of the violence of the bad but because of the silence of the good"**.

Measures to inculcate Courage in the Civil Services: (6:30 PM)

- Implementation of strong whistleblower protection law, so that the wrongdoings within the government can be exposed without the fear of repercussion.
- Making the process of appointments, postings, and transfers, **apolitical** in nature by establishing mechanisms such as **Civil Services Board**.
- Providing a fixed tenure for important postings.
- Recognising and rewarding acts of courage shown by the civil servants.
- Laying down a comprehensive code of ethics for the minister to reduce their day-to-day interference in the functioning of the administration.
- Independent constitutional bodies like UPSC should be given a bigger role in deciding the appointments and postings of civil servants.

Dedication to Public Service/Spirit of Service (6:45 PM)

- It is the quality of being able to apply one's time, attention, and energy entirely to the cause of public service.
- It refers to the commitment, passion, and personal urge to do something for the public good without any external stimulus or external force.
- In other words, it refers to internalizing the cause of public goods.
- Often dedication and commitment are confused with each other but dedication refers to the highest form of commitment where a person is willing to go beyond the call of duty.
- Commitment on the other hand is more of an obligation fulfilled by a person as a part of his duties.

Importance of Dedication to Public Service (7:17 PM)

- Being a civil servant is a 24x7 job and a person can sustain such work only if one is dedicated to the cause of public service.
- It enhances the credibility of the administration and increases public trust.
- Civil servants often work in hostile conditions and under severe resource constraints.
- Only dedication to public service can help in overcoming such a situation.
- The very purpose of the civil services is to act as the agents of development and any such efforts require unfettered dedication.
- Civil servants are a role model to the society and their dedication to public service can inspire and motivate several others.

Imparting Dedication to Public Service: (7:22 PM)

- Reward and recognition for the best-performing officers to create inspiration for others.
- Organizing regular field visits and sensitizing the civil servants towards the challenges faced by the citizens.
- Inspiring the young civil servants through anecdotes and examples of exemplary civil servants from the past.
- Adopting a performance-based approach for appraisals as is done in the private sector.

Tolerance (7:27 PM)

- *Allowing the existence of all the contrary views to one's own view.*
- It means giving respect to the views and opinions of others irrespective of whether they are in conflict with one's views or not.
- Tolerance is respect, acceptance, and appreciation of the rich diversity of our culture.
- It involves the rejection of dogmatism and absolutism and therefore, promotes a healthy environment for discussion and deliberations.
- **Voltaire said, "I disapprove of what you say but I will defend to death your right to say it".**

NEXT CLASS: The topic of the **Importance of Tolerance and other values** will be taken up for discussion.