



# KTU NOTES

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## **MODULE 1 – HUMAN VALUES**

**Morals, values and Ethics – Integrity- Academic integrity-Work Ethics- Service Learning- Civic Virtue- Respect for others- Living peacefully- Caring and Sharing- Honestly- courage-Cooperation commitment- Empathy-Self Confidence -Social Expectations.**

Ethics in engineering is the ability as well as responsibility of an engineer to judge his decisions from the context of the general wellbeing of the society. It is the study of moral issues that confront engineers and engineering organizations when some crucial decisions are taken. Engineering research and practice requires that the task being performed considers all the pros and cons of a certain action and its implementation. Professional engineering bodies like, IEEE, ASME, IEI etc., have evolved comprehensive ethics codes relevant to their respective professions, based on the rich experience of their members. Independent organizations like NSPE have prepared value based ethical codes applicable to all engineering professions.

### **WHY ENGINEERING ETHICS? (3 marks)**

- The objectives of this course on ‘Professional Ethics and Human Values’ are:
- (a) to understand the moral values that ought to guide the Engineering profession,
- b) resolve the moral issues in the profession, and
- (c) justify the moral judgment concerning the profession. It is intended to develop a set of beliefs, attitudes, and habits that engineers should display concerning morality.

- The prime objective is to increase one's ability to deal effectively with moral complexity in engineering practice

### **PROFESSIONAL ETHICS**

- Profession is a commitment to a designated and organized occupation by virtue of being an authority over a body of knowledge with requisite skills acquired through specialized training.
- An occupation becomes a profession when a group of people sharing the same occupation work together in a morally acceptable way with members setting and following a certain ethics code.
- A professional is a practitioner belonging to a specific profession. Professional ethics, as opposed to personal values and morality, is a set of ethical standards and values a practicing engineer is required to follow.

It sets the standards for professional practice, and is only learned in a professional school or while practicing one's own profession. Today, it is an essential part of professional education because it helps students deal with issues they will face.

- **Examine the scope of professional ethics. (5 marks)**

**The scope of professional ethics envelopes diverse activities like**

- Engineering as a social experimentation
- Engineers responsibility for safety
- Role of engineers, managers, consultants etc.
- Rights of engineers
- Moral reasoning and ethical theories
- Responsibility to employers
- Global issues and concerns

## **HUMAN VALUES, MORALS, & ETHICS**

- For understanding of how in order for individuals, organizations and societies to endure and function effectively, it is essential that an individual's positive exalting forces be rediscovered and revitalized. Human values embrace the entire range of values pertinent to the human condition, interest, behavior, and aspiration.
- While laws are a set of rules for personal or corporate behavior and working against such rules will attract recrimination and punishment, morals on the other hand are a set of standards for personal behavior and ethics are a set of standards for professional behavior. Morals and ethics are self imposed or regulated and voluntary when broadly interpreted.
- Human values have been employed in so distinctively different ways in human discourse. It is often said that a person has a value or an object has a value.
- **Define the term value. (3 marks)**
- If one wants to know the origin of the term 'VALUE', it may be stated very firmly that the term 'VALUE' comes from the Latin word 'VALERE' which means 'to be of worth'. Whereas, the concise Oxford Dictionary defines the term 'VALUE' as the 'worth, desirability or utility of a thing'.
- In fact, it is difficult to define values, for they are as comprehensive in a nature as our human life. Somewhere, some other dictionary states that Value is that which renders anything useful, worthy or estimable. It is price, worth or importance of a thing'.
- Value is "a concept explicit of implicit, distinctive of an individual or characteristics of a group of those desirable traits which influence the selection from available modes and ends of action."
- In fact, value is an abstract term which is commonly regarded as an economic conception. In the words of John Dewey, "Value means primarily, to price, to

esteem, to appraise, to estimate. It means the act of cherishing something holding it dear and also, the act of passing judgement upon the nature and amount of its value as compared with something else,” Values are defined as something which are desirable and worthy of esteem for their own sake. Human values are defined as those values which help man to live in harmony with the world.

- Values that may be included in the general definition of human values are love, brotherhood, respect for others — including plants and animals — Honesty, sincerity, truthfulness, non-violence, gratitude, tolerance, a sense of responsibility, cooperation, self-reliance, secularism and internationalism.
- Professional engineers possess various skills and capabilities in designing and processing numerous products. They are equipped with **technical skills** to solve and settle the problems in their careers.
- The engineers, who take up challenging administrative posts, are confronted with various industrial problems such as worker’s unrest and wage disputes. These problems could be amicably settled, if engineers have a strategic approach, moral honesty and self-less commitment.
- In short, better knowledge and exposure on the various aspects of human values would help them form a successful co-ordination and management of administrative and labour problems. Hence, human values have become an essential part of the successful career of the professional engineers

### **MORALS, VALUES & ETHICS**

- Morals, values and ethics that form the vital constituents of human values enable the professional engineers to differentiate **right things** from **wrong things** in order to take a balanced judgment in the industrial conflicts.

- **Define Morals.(3 marks)**

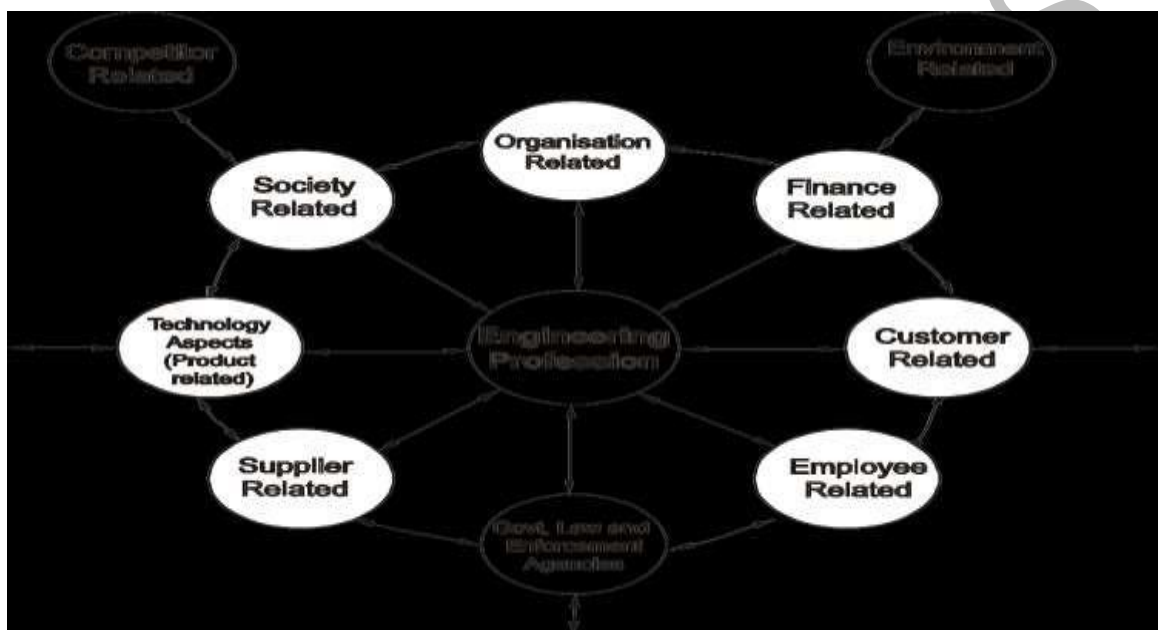
### **MORALS**

- Morals are the welfare principles enunciated by the wise people, based on their experience and wisdom. They were edited, changed or modified or evolved to suit the geography of the region, rulers (dynasty), and in accordance with development of knowledge in science and technology and with time.
- Morality is concerned with principles and practices of morals such as
  - (a) What ought or ought not to be done in a given situation?
  - (b) What is right or wrong about the handling of a situation? and
  - (c) What is good or bad about the people, policies, and ideals involved?
- Morals are the prevailing standards of behavior that enable people to live cooperatively in groups. Moral refers to what societies sanction as right and acceptable.
- Most people tend to act morally and follow societal guidelines. Morality often requires that people sacrifice their own short-term interests for the benefit of society. People or entities that are indifferent to right and wrong are considered amoral, while those who do evil acts are considered immoral.
- While some moral principles seem to transcend time and culture, such as fairness, generally speaking, morality is not fixed. Morality describes the particular values of a specific group at a specific point in time.
- Historically, morality has been closely connected to religious traditions, but today its significance is equally important to the secular world. For example, businesses and government agencies have codes of ethics that employees are expected to follow.
- Some philosophers make a distinction between morals and ethics. But many people use the terms morals and ethics interchangeably when talking about

personal beliefs, actions, or principles. For example, it's common to say, "My morals prevent me from cheating." It's also common to use ethics in this sentence instead.

- The term **morals** refers to the philosophical study which focusses on **right and wrong behaviour**. An exposure of an engineer to the basic aspects of **moral philosophy** provides him the capability to deal with the financial, industrial and technical formalities. The moral issues enable the professionally - committed engineers to develop **perfect familiarity** with the industrial environment. The various types of moral issues and their interactions are given below:

- **Explain the various types of moral issues? (7 marks)**



The various types of moral issues and their interactions are

1. **Organization Related Type:** This type of moral issues comprises the professionally employed engineers. The engineers tend to show an enthusiastic interest and involvement for the upgraded development and growth of their concerned organizations. This type further restricts the engineers to derive any personnel benefits in an unauthorized way through the organization
2. **Environment Related Type:** This type of moral issue underlines the important

value of certain environmental factors such as land, air and water. It further emphasizes that engineers should have the innovative capability to make use of these natural resources without causing any environmental pollution and depletion thereby maintaining the ecological balance.

3. **Society Related Type:** Social awareness and commitment of the professional engineers is the essence of this type. The engineers who have been employed in various organizations, are not supposed to be self - motivated and self – centered for the sake of personnel benefits without minding the social and community welfare.

4. **Product Related Type:** This type of moral issue focuses on the nature and safety of the product and also its functional value and quality. The professional engineers are inclined to provide top priority about the geniuses and originality of the product there by avoiding substandard quality of the products.

5. **Finance / Cost Related Type:** Fixation of correct cost of any product without any financial burden on the part of the consumers is the objective of this type of moral issue. This type is also directly associated with the moral honesty in an ethical sense.

6. **Customer Related Type:** Easy availability of a specific product without any scarcity, and its correct cost are the main aspects of this type. **Black marketing** and duplicate quality of the product are the other factors that are highlighted by this type.

7. **Employee Related Type:** Provision of safe or protective working atmosphere, reasonable and justified work-load norms based on the efficiency, proper remuneration and retirement benefits to the employees of an organization are the important factors that are mainly emphasized in this type. Fair treatment and proper care for the well-being of the employees is also much considered in this category.

8. **Competitor Related Type:** This type enforces strict morality and commitment in terms of healthy and genuine business activities on the part of the engineers. Engineers should be restrained from indulging in any unethical activities against the competitor for the commercial marketing of the products. He must resist to provide any false assurances



about the facts and figures of the concerned products to the suppliers or consumers.

9. **Government Related Type:** This type directly points out the norms and policies of the government authorities about the manufacturing and distributing the particular consumer products. This type clearly indicates that the professional engineers should strictly adhere to the rules and regulations of the government in terms of regular and prompt payment of central excise duties and taxes as per the existing norms.

Illegal transactions should be strictly prohibited by the professional engineers and all necessary co-operations should be rendered by them to the customs and central excise officials, if any controversial disputes arises.

- **Write a short note on Values.(7 marks)**

### **VALUES**

- Humans have the unique ability to define their identity, choose their values and establish their beliefs. All three of these directly influence a person's behaviour.
- Values which constitute an important component of behavioral and intellectual status of people, contribute to the stable and justified character.
- These values enable the persons to differentiate several moral issues such as **good from bad, favorable from unfavorable and honest from dishonest.**
- In real ethical sense, the term **values** strictly refers to the strong beliefs that influence the persons to take suitable remedies as a guiding force to any critical problem.

Generally, value has been taken to **mean moral ideas, general conceptions or orientations towards the world or sometimes simply interests, attitudes, preferences, needs, sentiments and dispositions.**

- Values which constitute an important component of behavioral and intellectual status of people, contribute to the stable and justified character. These values enable the persons to differentiate several moral issues such as **good from bad, favorable**

**from unfavorable and honest from dishonest.**

- In real ethical sense, the term **values** strictly refers to the strong beliefs that influence the persons to take suitable remedies as a guiding force to any critical problem.
- A value system is viewed as a relatively permanent perceptual frame work which influences the nature of an individual's behaviour. The values are the attributes possessed by an individual and thought desirable. Values are similar to attitudes but are more permanent and well built in nature.
- *“Values are the scales we use to weigh our choices for our actions, whet her to move towards or away from something.”*
  - **State the importance of values. (5 marks)**

### **IMPORTANCE OF VALUES**

- Values lay the foundations for the understanding of attitudes and motivation.
- Personal value system influences the perception of individuals.
- Value system influences the manager's perception of the different situations.
- Personal value system influences the way in which a manager views the other individuals and the groups of individuals in the organization.
- Value system also influences a manager's decisions and his solutions to the various problems.
- Values influence the attitudes and behaviors. **An individual will get more job satisfaction if his values align with the organization's policies.**
- If the organization's policies are different from his views and values, he will be disappointed; the disappointment will lead to job dissatisfaction and decline in performance.
- The challenge and reexamination of established work values constitute important corner stones of the current management revolution all over the world. Hence, an understanding of the values becomes a necessity.

- **What are the sources of values? (9 marks)**

### **SOURCES OF VALUES**

**1. Family Factor:** The most important factor which influences the value system of an individual is his immediate family. Some values are inculcated and a person learn and develops values from the following sources the individuals from the childhood and remain in his mind throughout his life. The child rearing practices the parents adopt shape the personality of the human being. Family is the most influential factor in the individual's learning of social behaviour, values and norms.

**2. Social Factors:** Out of all the social factors school plays the most important role in developing the value system of an individual. The child learns the basic discipline from the school.

Moreover, the interactions with the teachers, classmates and other staff members in the schools and colleges make the child inculcate values important to the teaching- learning process. Other social factors which may affect values are religious economic and political institutional in the society.

**3. Personal Factors:** Personal traits such as intelligence, ability, appearance and educational level of the person determine his development of values. For example, if a person is highly intelligent, he will understand the values faster. If he is highly educated, high values will be inculcated in him by his school and college.

**4. Cultural Factors:** Cultural factors include everything that is learned and passed on from generation to generation. Culture includes certain beliefs and other patterns of behaviour. An individual is a participant in social culture, group culture and organisational culture. Thus, he is known as a composite of many cultural elements.

Culture is based on certain implicit and explicit values. For example, whether a person is co-operative, friendly or hostile depends upon to which culture he belongs to Individual relationships are different in different cultures and within

certain groups of society also. Whether, the individual values money making or doing service to the mankind again depends upon his cultural background.

**5. Religious Factors:** Individuals, generally, receive strength and comfort from their religion. Religion comprises of a formal set of values which are passed on from generation to generation. Advancement in technology has under viewed faith in traditional religious beliefs and values.

**6. Life Experiences:** A man learns the most from his own personal life experience. Sometimes man can learn from the experience of others also. In the long run, most of the values which influence our behaviour are validated by the satisfaction we have experienced in pursuing them. Individuals work out their values on the basis of what seems most logical to them.

- Values carry importance in direct proportion to how much faith the individual has in them. He should have those values which can stand the test of reality. He should not have rigid values but flexible system which can change with the changes in the individual himself, his life situation and the socio-economic environment.

**7. Role Demands:** The role demand refers to the behaviour associated with a particular position in the organization. All organisations have some formal and some informal code of behaviour. Role demand can create problems when there is a role conflict. Thus, the managers will have to quickly learn the value system prevalent in the organization. If they want to move up the ladder of success.

- For example, if the informal code of behaviour says that the manager must mix up socially with the subordinates, he should learn to do so even though, his personal value system conflicts with his role as a manager.

**8. Halo Effect:** The halo effect refers to the tendency of judging people on the basis of a single trait, which may be good or bad, favorable or un-favorable. Sometimes, we judge a person by one first impression about him or her. For example, if a person is kind, he will also be perceived as good, able, helpful, cheerful, nice, and intelligent and so on. On the other hand, if a person is

abrasive, he shall also be perceived as bad, awful, unkind, aggressive, harmful and wicked. Thus, what one sees in the universe depends partly on one's inner needs. Thus, with the help of halo effect, we see certain values in others which are actually not there, but we perceive them to be there.

- **Explain the major types of values? (5 marks)**

### **VALUES ARE OF TWO TYPES: TERMINAL & INSTRUMENTAL VALUES**

- **Terminal values** comprise factors such as comfortable life, assured family security, self - respect and sense of wisdom.
- Whereas, factors such as ambitious goal, sense of moral conviction and courage, undisputable honesty and imaginative thoughts have been included in the **instrumental values**.

In addition to this, values are further classified into the following categories:

**1. Theoretical type:** It refers to the combination of moral reasoning and thinking to discover the truth.

**2. Economic type:** It refers to the practical application of enthusiasm and interest in terms of earning and procuring wealth.

**3. Aesthetic type:** It refers to the personal taste of interest to appreciate the natural beauty and cultural heritage.

- **4. Social type:** It refers to the motivated interest for the welfare of the people.
- **5. Political type:** It refers to the obligation of interest towards the selection of specific political power for the people in a democratic way.

- **Write a short note on ethics?(5 marks)**

### **ETHICS**

- The word **ethics** is derived from the Greek word meaning as **customs** or **traditions**.

The term **engineering ethics** literally refers to the study that is concerned with **ethical and moral issues** pertaining to the professional and engineering organisations. ethic is a “**system of moral principles, rules and conduct.**” Ethics is a “science of morals.” The words ethics has emerged from Latin ‘Ethicus’ or in Greek ‘Ethicos’.

- Ethics is the word that refers to morals, values, and beliefs of the individuals, family or the society. The word has several meanings. Basically it is an activity and process of inquiry.
- Secondly, it is different from non-moral problems, when dealing with issues and controversies.
- Thirdly, ethics refers to a particular set of beliefs, attitudes, and habits of individuals or family or groups concerned with morals.
- Fourth, it is used to mean ‘morally correct
- The engineering ethics strongly focuses on the **moral virtues, ideal characters, committed policies** and the **social interactions of the individuals and corporate sectors that are associated with the technical or technological activities.** Engineering ethics lays down the basic **moral code of conduct** and **professional commitment** on the part of all sections of a community such as workers, technical assistants, public individuals, professional engineers and government employees.
- Engineering ethics also provides necessary solutions to deal with the **conflicts** and **confrontations** faced by the engineers and corporate managers.
- ‘**Right**’, ‘**Fair**’ and ‘**Proper**’ are three terms normally used to express the **social behaviour of the people.** When we tell these words, there are right and wrong behaviour towards others; fair and unfair actions taken against someone or for someone; or some fair or unfair decisions.
- The beliefs what is right, what is fair and what is proper are our beliefs and our

moral standards. The beliefs differ from individual to individual, place to place and time to time. What is right in one place or situation may be wrong in other situation. The moral standards also differ based on moral value an individual attaches. Any action can be termed good or right or bad or wrong are relative and moral judgments. The problem has one more side that who is making the judgment. From different sides the problem is seen in different light and accordingly the judgment. The distinctions are made as 'us' and 'others' or 'benefits' and 'obligations'.

- **State the importance of ethics. (7 marks)**

### **IMPORTANCE OF ETHICS**

#### **1. Part of Society:**

- Business is part of society. Whatever ethical principle apply in society apply to business. Example tax evasion is considered unethical in society. If a company deliberately evades tax payments the company is treated unethical.

#### **2. Expectations of Public:**

- All stakeholders have an eye on the culture and behaviour of a business organization due to dominance of economics in the society. The public expects a high level of ethical behaviour from the business organisations.
- 'Doing the right thing', 'Do no harm' and 'Good to all' are the expectations of general public from business. Example: a company manufacturing a tobacco based products say 'pan masalas' and making advertisements appealing to college students is not respected. Whereas a company that recalls unsafe product is respected.

3.

#### **Trust of Employees**

- High level of morale and productivity can be easily obtained in companies that treat their all employees with equality, encourage good team and work culture, and

with ethical practices. The employees in the company as well as those connected feel good and develop a mutual trust. Employees get attraction to ethically and socially responsible companies.

#### 4. **Image**

- An ethical organization command trust and respect of all its stakeholders. The organization builds image for itself. Ethical good image is important because all stakeholders stand to gain.

#### 5. **Costs**

- Deterioration of relationships, damage to reputation and reduction of employee productivity, loyalty that come out of unethical practices cost companies. An uncaring employer will find it difficult to employ good professions for his business.

#### 6. **Pride of Best Companies**

- The ethically managed companies command respect from public as well as government organisations. 'Fortune' magazine publishes yearly best companies. Similarly Indian well managed companies are published by 'Business India'. These companies have a brand value and accepted as leaders in the industry. The company policies with regards to profit sharing bonuses, social responsibility, balance of work and social life are quoted.



<u><b>ETHICS</b></u>	<u><b>MORALITY</b></u>
The word Ethics originated from the Greek word <i>ethos</i> . The meaning of ethos is a character	The word Morals originated from the Latin word <i>Mos</i> . The meaning of Mos is custom.
Legal guidelines and professional rules govern ethics. The acceptability of ethics is confined within a particular space and time frame.	When it comes to the acceptability of Morality it transcends the norms laid down by culture.
Ethics are dependent on the prism of others.	Morality is seen from the perspective of an individual.
If the contexts are different then the ethics could be different, hence there is some degree of flexibility in ethics.	Change in Morality depends on the change in the beliefs of an individual.
Ethics are followed because society has decided that it is the right course of action	Morality is followed because a person believes that it is the right course of action.
A person who follows the ethical principles need not necessarily have strong moral values, in fact, there are even possibilities that he may not have any morals.	There could be situations where ethics are violated by a moral person to maintain to uphold his moral values.
Ethics is something usually associated in the field of law, medicine or business. Ethics does not have a religious connotation.	Morality has a religious connotation

- **Differentiate morality & Ethics (7 marks)**

- **Define Integrity? (3 marks) **INTEGRITY****

- Integrity is one thing that every business should have. When employees follow work ethics, they show integrity to the outside world. Customers believe in the company and also business prospects increase. Every industry has its own ethical guidelines, and a business should make sure that they follow these standards. **Integrity** refers to the **upright honesty** and **fair-mindedness** to communicate the exact truth to the individuals. The integrity would increase the self-respect of an individual and also would enable him to command respect from others thereby earning him the **prestigious social status**.

- **Integrity** is used to describe a person's level of honesty, moral commitments, and willingness to do what's right. For example, we expect our doctors to be honest with us about diagnoses, won't try to prescribe medications we don't need, and will generally work in the best interest of our health and well-being. We expect this because, in most societies, doctors are perceived to be people of great integrity with strong moral compasses.
- **Define Academic Integrity.(3 marks)**
- **Explain the five pillars of academic integrity 6 marks)**

The integrity is of the following types

- a) **ACADEMIC INTEGRITY:** This refers to the **lack of honesty** among the educational institutions and organizations. There has been an alarming increase in the **dishonesty** and several sectors of educational institutes such as students, workers, teaching faculty members and management. Academic integrity could contribute to the successful educational career of the students thus paving a definite way for the **academic excellence**.
- Academic integrity is the commitment to and demonstration of honest and moral behavior in an academic setting. This is most relevant at the university level as it relates to providing credit to other people when using their ideas. In simplest terms, it requires acknowledging the contributions of other people. Failure to provide such acknowledgement is considered plagiarism.
- In academic contexts and scholarly work, integrity is of tremendous importance. For example, when college professors write books or perform experiments, it is expected that their theories and assertions are backed up by rigorous research for which they provide citations. In cases where it has been discovered that someone has falsified research data or outright lied, that person can face a number of consequences because he or she was expected to work with honesty and integrity.

## **FIVE PILLARS OF ACADEMIC INTEGRITY**

*The International Center for Academic Integrity (ICAI) has identified five pillars of academic integrity to generate positive conversations about integrity.*

### • **PILLAR 1**

- **Honesty** is sincerity. All other pillars of academic integrity have some basis in honesty. Honest individuals take stock of individual abilities and represent their effort fairly.

### • **PILLAR 2**

- **Trust** in other people and in your community eases working relationships. Trust is established in a system where all members are doing their best work, where structures and policies are fair and all will be treated fairly.

### • **PILLAR 3**

- **Fairness** goes hand in hand with trust. Every individual should believe that they will be treated fairly and judged by the same standard as all others in the community. For example, you can trust that your professors will evaluate all work fairly and not favor one person over another. The best work comes out of a fair system.

### • **PILLAR 4**

- **Respect** allows for individual points of view and opinions to be shared. Students show respect by “listening to other points of view, being prepared, meeting deadlines, and performing to the best of their ability.” Instructors show respect by listening to students’ ideas and “providing full and honest feedback.”

### • **PILLAR 5**

- **Responsibility** means acknowledging your agency and accountability in daily actions and in your work. Everyone is personally invested in

performing their work with integrity and encourages others to act with integrity too. Academic integrity starts with individuals and positively influences the entire community.

**The basic essence of academic integrity is contaminated by the following dishonest acts**

- **Cheating:** Student community resort to various modes of cheating acts such as copying in the university examinations and adopting the unscrupulous techniques in chasing of university examination papers and for bribing the concerned authorities for bogus mark sheets. Nowadays, leakage of question papers prior to the conduct of the competitive examination is a good example for this category.
- **Fabrication:** This includes the unethical alteration of marks in the original mark sheets and resorting to submit a fake or false mark sheets to gain admission in professional colleges.
- **Plagiarism:** This refers to unethical duplication of data or theoretical information from the records already published. There has been a steady increase in the duplicated and manipulated data in the submission of project works and thesis.
- **Misinterpretation:** This refers to the failure to provide correct and true statements to the concerned authorities with reference to academic activities.
- **Sabotage and theft:** It refers to the **gross misbehavior** and **indiscipline** among the section of student community to resort to violent activities by damaging the properties of educational institutions such as college laboratory equipments and library. Similarly, stealing of worthy journals, publications and books in the library by a few groups of students, also cause **social concern** among academicians.

- **Define Work ethics.(3 marks)**

### **WORK ETHICS**

- Industry and Society are the two systems which interact with each other and are interdependent. Society requires industry/business system which provides manufacturing, distribution and consumption activities. It needs investment (capital input), labor (input), supply (raw materials), production (industries, business organizations), marketing and distribution (transport), and consumption (public, customer). A lot of transactions (and interactions between these sub-stems involving people are needed for the welfare of the society. It is here, the work ethics plays an essential role.
- ***Work ethics is defined as a set of attitudes concerned with the value of work, which forms the motivational orientation.*** In simple terms, work ethics means the moral value in association with the specific accountability of an individual towards the responsible discharging of his duties.
- Traditionally, work ethic has been understood as a value based on hard work and diligence. Capitalists, for example, believe in the necessity of working hard and in consequential ability of enhancing one's character.
- Socialists suggest that a concept of "hard work" is deluding the working class into being loyal workers of the elite; and working hard, in itself, is not necessarily an honorable thing, but simply a way to create greater wealth for those at the summit of the economic pyramid.
- The term work ethics is more suitable for a person who possesses the inclination for hard work with a sense of dedication and integrity. Work ethics has become a crucial criteria for the proper development of an industrial organisation. **Interpersonal capability, initiative efforts and dependability** are the three essential aspects of work ethics.

- Explain the basic work ethics for an organization?(7 marks)

### **BASIC WORK ETHICS FOR AN ORGANIZATION**

- Ideally, the policies a business operates with are compassion, fairness, honor, responsibility, and integrity. One of the best ways to communicate organizational ethics is by training employees about company standards. Basic work ethics for any organization should include:
  - **1. Uniform rules and regulations:** An ethical organizational example is the common treatment of all staff, i.e., with the same respect, regardless of race, culture, religion, or lifestyle, with equal chances for promotion. Therefore, small company managers should desist from favoring any one employee, for it can lead to lawsuits and is also highly counterproductive.
  - **2. Communication of the rules and regulation to all employees:** Company policies must be clearly communicated to each employee with a transparency at all levels of the hierarchy. Employees are the spine of all organizations and should have a say in the goals and objectives of a firm.
  - **3. Respect for Employees:** Respect employees and in return receive the same. Regulations should not be so rigid, and therefore, don't expect staff to attend work two days before a marriage. If somebody is not well, don't ask them to attend office unless or until there's an emergency.
  - **4. Allow a degree of freedom to employees without constant micro-management:** Key roles of responsibility need to be established on the first day of joining with responsibilities commensurate with a person's expertise. Employees should be inducted into training if needed.
  - **5. Clear cut salary and promotion policy:** Employees crib if they are underpaid. Make sure they get what is deserved and decided in the presence of the person. A major attrition factor is a poor appraisal, promotion prospects are ideally based on

merit, not favor. Clarity is crucial.

• **6. Clear and uniform holiday schedule:** It is the responsibility of human resource professionals to prepare the holiday calendar at the beginning of the year and circulate the same among all employees.

• **7. Effects of Work Ethics within an organization:** Preferably a

Work place ethic culture will ensure that employers guide and mentor staff appropriately while management treats all as equal. Transparency is essential.

• **What are the core ethical elements that define the ethics of an organization? (14 marks)**

- There are at least four elements that aim to create an ethical behavioral culture of employees within an organization.
  - A written code of ethics and standards (ethical code).
  - Ethics training for executives, managers, and employees.
  - The availability of ethical situational advice (i.e. advice lines or offices).
  - A confidential reporting system.

**Step 1: Be professional about your work**

- Professionalism is beyond a clean shirt, for it includes one's values, attitude, and demeanor. Practice being cordial and positive while refraining from gossip. Knowing how to communicate constructively and positively, while respecting the feelings of others is an invaluable tool. Respect others and develop a reputation for having integrity, meaning honesty, fairness, and consistency in what you do and say. **Reliability and honesty:** Work ethic is more than completing long hours for its foundation is integrity. To develop integrity, one can:
  - Act the same when people are not watching you, as when they are.

- Perform consistently at the same level of quality. Be conscientious. Be honest in all things.
- Honesty isn't a business policy, it is a state of mind.

- **Be consistent in delivering good quality work and earn good reputation:**

Everything worthwhile accomplishing requires discipline. Remain focused on a long-term goal while avoiding getting side-tracked by a short-term gratification. To be persistent and able to follow through on assignments... Train yourself.

- **Step 2: Manage your time**

- **Know your strength and weaknesses (including potential distractions, so you can avoid them):** Evaluate work. Identifying one's weaknesses and making a plan to improve these areas builds a stronger work ethic. One way of evaluating this is to create a list summarizing the skills and requirements of your work, and the strengths and weaknesses. Be honest about weaknesses, and what it is that distracts you – this is step one in learning to manage those weaknesses.
- **Set yourself deadlines for delivering even small tasks:** Being able to complete your tasks and finish what you start, is an essential part of character building. You cannot imagine a fully mature, fully functioning person who is unable to finish what she begins. **The development of this habit is the key to long-term success.** Don't waste time by doing stuff that is not important. Constantly evaluate to check which things absolutely must get done.
- **Prioritize tasks and set the most important ones in the morning:** Complete projects and tasks immediately. A trademark behavior of a worker with a poor work ethic is delaying work until another day, which usually only leads to an incomplete or late project.
- **Avoid procrastination:** Procrastinating is a great waste. Imagine all that could be accomplished by eliminating procrastination from this moment on. To overcome



procrastination, first realize that it's not the real issue. Procrastination, laziness, bad time management, or lack of discipline, are merely symptoms of the issue. The real reason is beneath this. You can also use the **Pomodoro** technique to avoid procrastination.

- **Avoid negative talk and gossip:** Keep the lazy, the negative minded, and the unproductive, at arm's length, for it's a psychological prison. Associate with ambitious, hard-working people, and soon count yourself amongst them. Provide feedback that improves situations and builds people up. Be an active listener and keep an open mind.

### **Step 3: Keep a balance and deliver consistent high performance work**

**Do sport, sleep well, and socialize:** Play is best when it's earned, equally sleep. Earn sleep by working hard on one's goals in the day. A good work ethic isn't just being glued to a computer. It is also understanding how to take care with decent sleep, and eating nutritiously. Take time to relax and recharge while keeping priorities in your life clear, helps maintain a good perspective at work.

### **Step 4: Develop good work habits**

- Steer the self-development path towards choosing to be an employee with a strong ethic, after all, creating a habit for oneself is really a question of being an action- minded person. The 'doing component' flows easily when embracing the 'being part.'
- **Create and learn habits:** Values to inculcate and habitualize:
  - Valuing punctuality and attendance.
  - Valuing time, orderliness, neatness, and speed.
  - Working smarter but not harder; being psychologically self-employed.
  - Playing an internal game of working, yet enjoying the importance of relaxation and rest.

**“Do it now” habit:** Never leave ‘till tomorrow what can be accomplished today.’ Good ethics habitualize attitude, action, and inevitably – consequence: how you do, what you do in this moment.

### **Other Good Habits**

- **Concentration is the ability to stay on a task until it is completed, by working in a straight line to get from where one is, without distraction or diversion, to the destination, i.e., completion of the work.**
  - Get off to a good start.
  - Clean up and get organized.
  - Plan activities.
  - Streamline work and emphasize the important work.
  - Concentrate on one work task at a time until completion.
  - Work steadily.
  - Make smart use of technology.
  - Be in control of office paper, work in-basket, and e-mail.
  - Multitask on routine matters.
  - Make better use of time.
- **Explain the Core Elements of a Strong Work Ethics? (14 marks)**
  - It is difficult to define the elements of good work ethics, as it is such an individualistic approach and thinking. What may be good work ethics for me may not be the same for you.
  - Much depends upon how each organization or person looks at work ethics and the moral values that each follows. What moral values you practice in daily life will define your attitude towards work and your work ethics. But there are a few common elements that are universally followed and employers look for it in their

employees.

- **1. Honesty:** This is the core element of work ethics, all the other elements are based upon your honesty. Be honest about your successes and failures, take credit only where due, do not steal other's works or ideas, and own up to your failures.
- **2. Integrity:** Do not let people down, try to fulfill your commitments, and be consistent in your thoughts, action and behavior.
- **3. Impartiality/Fairness:** Be fair to all, do not practice favoritism. Treat everyone as equals.
- **4. Alertness:** Be aware of what is happening around and keep an eye on things.
- **5. Openness:** Share your ideas, results and resources with the other team members, so that everyone has the same opportunity and know what you are doing. Being secretive is counterproductive.
- **6 Respect for others:** No matter how urgent a deadline or heated that tempers become, remain diplomatic and poised and show grace under pressure. Whether serving a client, meeting a customer or meeting with management, do the best to respect other's opinions, even in stressful circumstances. It shows one values other's individual worth and professional contribution.
- **7. Reliability and Dependability:** Means being punctual for work and meetings, delivering assignments within budget and on schedule. Be reliable about keeping promises for reputation precedes one so that clients, customers, and colleagues do trust in you to do all that you say you will – everyone appreciates the stability this embodies.
- **8. Determination:** Obstacles cannot stop you as they are a challenge to be overcome. Embrace challenges positively and know that your role is to solve problems with purpose and resilience. Push on, no matter how far it is necessary to go.

- **9. Dedication:** Continue until the job is complete, and delivered. “It’s good enough” is not sufficient for you and the team, as you aim to be “outstanding” in content and quality. Put in the extra hours to get things right by attending to detail and excellence.
- **10.Accountability:** Accept responsibility personally for one’s actions and outcomes in all situations, plus avoid excuses when work does not proceed as planned – admitting mistakes or oversights are used as a learning curve and will not be repeated again. Employers expect employees to attain to high standards, and they should fully support staff who accepts responsibility, instead of passing the buck.
- **11. Confidentiality:** Any confidential information of documents you have should remain confidential. You cannot discuss it or show it to anyone else, other than the people authorized to do so.
- **12. Responsibility:** Take responsibility for your thoughts, actions, behavior and work.
- **13. Legality:** Always work within the legal boundaries, do not break or twist the law to fit your agenda.
- **14. Competence:** Improve your performance and competence by constantly learning and including the new learning into your work.
- **15. Professionalism:** From how one dresses and presents oneself in the business world, to how others are treated, professionalism is such a very broad category that it encompasses all the elements of a work ethic.
- **16. Humility:** Acknowledge other’s contribution, and share credit for successes. You have integrity and are open to learning from mentors and others, even as you teach via your action, example, and words. Though you take the work seriously, you are also maintaining a sense of humor about yourself.
- **17. Initiative:** Do not be afraid to put forth your ideas or volunteer for work.

Possession of above - said qualities of work ethics of an individual or employee would shape himself into a **qualitative and competent worker**. These employees with awareness on the work ethics would contribute to an increased productivity of an organization thus fulfilling the expectations and achievement goals of their organizations. These days a work ethics is important in many situations. It is a skill that can be learned by every person and has so often proved to be the path of success for many. All businesses give a higher regard to an ethical employee, and hiring staff with positive ethics is appreciated around the world.

- **Define Service Learning? (3 marks)**

### **SERVICE LEARNING**

- Service-learning refers to learning that actively involves students in a wide range of experiences, which often benefit others and the community, while also advancing the goals of a given curriculum. Inmost of the universities, service learning has been made compulsory for the students in the form of **NSS**.
- Service learning provides better opportunities to the student community to understand the practical problems faced by the common public. Students are better trained to provide assistance and counseling about education, agriculture, hygiene, welfare schemes and health to the urban and village people. Service learning imparts valuable guidance and career training to the students not only about the academic curriculum but also the social commitment and moral values to become the responsible citizens. Enough provisions have been made in the academic curriculum and syllabi to award ranks/credits for the active participation of students in community services.

- **Explain the qualities of service learning? (7 marks)**

**ROLE OF COMMUNITY & SCHOOL CURRICULUM IN  
THE PROPAGATION OF CIVIC VIRTUES &  
CHARACTERS**

- By making appropriate changes in the basic pattern of academic curriculum, the essentials of civic virtues could be actively focused to the student community. Students should be motivated and encouraged to learn the principles of civic virtues to show their academic excellence. When the students are exposed to the moral values, their practical knowledge about current trends of civilization and globalization would be much enhanced to be a dutiful citizen.
- There is a compulsory role of teachers at lower and higher education levels for imparting the essential goal of civic virtues. They can design and formulate their own methods to teach the basics of civic virtues and the drastic consequences in not learning them.
- The learning and teaching procedures could be made more innovative and purposeful by involving the parental and community associations. This would help the students to sort out and identify the common civic problems and interference that seriously threaten the honest efforts of the student community. Consistent co-operation and monitoring by the academic management and teachers would improve and strengthen the attitude and interest of the students about the importance of civic virtues. Suitable provisions should be made to reward and encourage the students who have shown keen interest and enthusiasm to acquire the basics of civic virtues and their applications.
- **Write a short note on respect for others? (7marks)**

## **RESPECT FOR OTHERS**

- Self - respect and respect for others are the basic constituents of a typical moral conduct and discipline that plays an important factor in the behavioral pattern and life - style of an individual. When the young children and students, tend to be aware of this moral conduct, they are prompted to give respect to their parents, teachers, public and elders. This type of positive behavioral trend would certainly help to boost- up the personality and individuality of a person. **Respect**, also called **esteem**, is a positive feeling or action shown towards someone or something considered important, or held in high esteem or regard. It conveys a sense of admiration for good or valuable qualities. And it is also the process of honoring someone by exhibiting care, concern, or consideration for their needs or feelings.
- When an individual or person acquires the modest act of showing respect to others, he/she would be entitled to get the appreciation and support from all sections of a society for his/her well - mannered conduct. Some people may earn the respect of individuals by assisting others or by playing important social roles. In many cultures, individuals are considered to be worthy of respect until they prove otherwise. Courtesies that show respect may include simple words and phrases like "Thank you" in the West or "*Namaste*" in the Indian subcontinent, or simple physical signs like a slight bow, a smile, direct eye contact, or a simple handshake; however, those acts may have very different interpretations, depending on the cultural context.
- **State the characteristics of respect.(6 marks)**

### **CHARACTERISTICS OF RESPECT**

- **1. Self-respect:** Self-respect means an important virtue in the field of engineering, medicine and public life. It forms the basic foundation for building up other virtues such as honesty, integrity and self- confidence. It is a desirable act of good conduct and attitude.

- **2. Altruism:** This refers to the act of doing good to others and thus avoiding harmful acts. The basic attitude of thinking and doing well to others is considered to be a noble act and would raise up the personal status of an individual.
- **3. Calm Composure:** When individuals become excited and agitated, they must keep themselves in a relaxed and composed manner. This good conduct of maintaining mental stability without any physical provocation would lead to a healthy and peaceful life without strain and stress.
- **4. Daring act:** Life is a mixture of pleasures and sorrows with frequent repetition of failures and successes. An individual should be mentally prepared to take some risks for any perfect achievement of objectives. He should be courageous enough to take some solid steps with daring efforts to solve any critical problem.
- **5. Good humour:** This act of having soft behaviour with the sense of good humour would earn admiration and appreciation from others. The behaviour of good humour is the best medicine to keep the body in good health. The persons who possess this character would be able to solve any conflict or confrontation without any agitation.

### **How to Respect Others**

- 1. Listening to the other person.
- 2. Being empathetic, understanding each other and putting ourselves in their shoes.
- 3. Using assertive communication that is, defending our rights while respecting the rights of others, in an educated and non-aggressive manner.
- 4. Keep in mind that our approaches, ideas, and opinions may differ from other people and none is wrong. No one has the absolute truth.
- 5. Apologizing to each other when we make mistakes.
- 6. Keeping other people's secrets.



- 7. Complying with and respecting laws and regulations
- 8. Taking care of the common spaces and the environment.
- 9. Interest in others, their everyday life and how they feel.
- 10. Respecting the privacy and intimacy of others.
- 11. Respecting others spaces and belongings, not to invade or use what is not ours without permission.
- 12. Respect personal space.
- 13. Make sure we include rather than exclude others.
- 14. Helping others when it is in our power to do so. 15. Being grateful.

### **LIVING PEACEFULLY**

- It is a **reasonable ambition** of every individual to lead a peaceful and healthy life. In modern world, several philosophical advocates have suggested various measures to have a peaceful life which is free from tension and excitement. Peaceful mind is essential for a healthy and comfortable life. To live in peace, an individual should have the **mental contentment** and **satisfaction**. Various social and psychological factors such as poverty, over-ambition, jealousy and discontentment directly affect the process of peaceful living. Social conflicts and confrontations such as racial discrimination, religious violence and offences also affect the peaceful living.
- The basic concept of peaceful living is also disturbed and defeated by the failure to follow the moral values and self-discipline. Several imbalances in the **human culture** and **civilization** also affect the standard of peaceful living.
- To live peacefully, one should start install peace within (self). Charity begins at home. Then one can spread peace to family, organization where one works, and then to the world, including the environment. Only who are at peace can spread

peace. You cannot gift an article which you do not possess. The essence of oriental philosophy is that one should not fight for peace. It is oxymoron. War or peace can be won only by peace, and not by wars!

- Individuals are exposed to various types of stresses and strains due to their family, communal and social factors. The constant exposures to these psychological disturbances lead to impatience and anger thereby upsetting the peaceful mind. Several medical reports and psychotherapists have suggested various procedures and methods to reduce tension for restoring the peaceful life.
- **Describe the qualities required for a peaceful life? (7 marks)**

### **SUGGESTIVE MEASURES TO LEAD A PEACEFUL LIVING**

- **1. Development of disciplined orderliness:** When an individual is subjected to mental stress due to several factors, he could lead a peaceful life through disciplined and civilized cultures. By developing the orderly behaviour, an individual could regain the peaceful mind. Any uncivilized behavioural acts finally result in the loss of peaceful mind thereby affecting the morality of that individual.
- **2. Reorientation of the personal commitment:** Any unwanted involvement with an excess burdening of the life style could cause various problems such as changes in the personality and behaviour pattern of an individual. Excess commitments in the social community programmes would make a person to earn the displeasures and critical comments from others. These displeasures and unwanted arguments would subject the concerned individual to lose patience, self-respect and balance of mind. Finally, that person would tend to show violence and arrogance in his behavioral activity thus losing his peaceful and contented life.
- **3. Physical exercise programmes:** When persons volunteer to spend considerable time for physical exercises such as walking, jogging or playing games, they

derive mental happiness and consolation to avoid stressful and strained life.

- **4.Mental exercise programmes:** Several research studies have proved that several mental exercises such as meditation and yoga could provide a **magical cure** for those suffering from several health disorders. The constant practice of meditation and yoga could tone up the mental depression and psychological imbalances thus motivating a person to have a peaceful life.
- **5.Development of self-reliance and self-control:** It has become a common problem to understand that more individuals tend to lose their patience, when they face domestic and professional conflicts. Loss of patience and temperament may be caused by **sudden act of irritation** and **provocation**. As a consequence, the concerned person enters into the state of mental discomfort and instability that would eventually disturb the process of peaceful living. These problems could be successfully managed by practicing the positive act of self-reliance, self-confidence and self-control. These behavioral managements would relieve a person from the sources of stress and confusion for the restoration of peaceful life.
- **Explain the role of caring & sharing in work place? (7 marks)**

### **CARING & SHARING**

- The attitude and tendency of understanding and sharing feelings of others is the essence of caring. The process of caring includes the personal caring, family caring and community caring. The act of caring has become an important aspect of human civilization and ethical conduct. The process of caring promotes and strengthens the **bond of love** and **affinity**. Thus reflecting the magnanimous attitude of a person. The process of caring is the basic tool of **social justice** and dignified **conduct**. The other features of caring is better illustrated by the examples.
- A devoted teacher should be prompt enough to help a student to solve a mathematical problem, when the student finds it difficult. A teacher should play a neutral role to solve a moral problem or crisis between the students thus restoring

the **climate of harmony**.

- Caring is feeling for others. It is a process which exhibits the interest in, and support for, the welfare of others with fairness, impartiality and justice in all activities, among the employees, in the context of professional ethics. It includes showing respect to the feelings of others, and also respecting and preserving the interests of all others concerned. Caring is reflected in activities such as friendship, membership in social clubs and professional societies, and through various transactions in the family, fraternity, community, country and in international councils. In the present day context, caring for the environment (including the fauna and flora) has become a necessity for our very survival. If we do not care for the environment, the environment will scare us.
- **What are the features of caring? (7 marks)**

### **CHARACTERISTIC FEATURES OF CARING**

- **1. Caring as an essence of moral values:** The process of caring is learnt and followed in life, through moral values and virtues such as **honesty, trustworthiness and humility**. When a person follows the basics of caring, various modes of moral values are spontaneously inducted into his character, thus making him a respected and prestigious personality.
- **2. Caring as the heart of ethics:** The process of caring constitutes the basic foundation of ethical conduct and behaviour. Those individuals who respect the ethics of caring, possess the noble qualities to work and dedicate for the welfare of others.
- **3. Caring to fulfill one's obligations:** A person who has been committed to the act of caring, is able to understand and visualize the options and obligations of others for the final fulfillment of a goal. Moreover, he tends to translate his thoughts into a real action for himself and others. He becomes highly devoted to contribute his assistance and efforts to make the life of others a peaceful and comfortable one.

- **4.The ultimate goal of caring:** To cater the basic needs of others for their well-being is the ultimate goal of caring. Caring enables a right person to do anything that he wants to do for himself. The mentality and interest for the well-being of others without any selfishness is also the true aspect of caring.
- **5.Caring as an experienced learning:** The essential features of caring could be gradually learnt through proper experience with commitment and dedication.
- All the practical experiences of a person are neatly consolidated to appreciate the logics of caring. The tendency of caring gradually enhances the intensity of learning with rich experience.

### **INTERACTION BETWEEN LISTENING & CARING**

- Listening is identified as an important constituent in the act of caring. There is a close interaction between listening and caring. The essence of caring remains incomplete and meaningless without caring. The combination of listening and caring provide a keen and unbiased sense of self-judgement to a person.

**According to the available reports, the act of listening could be well developed by the following factors.**

- **1.Personal acknowledgement:** This includes the communication of any message through verbal or non- verbal manner.
- **2. Response to the message:** A person should reciprocate to any verbal communication. This positive response would accelerate the act of caring. In contrast, when a person remains without any response and silent for any verbal message, act of caring will not further develop and becomes purposeless.
- **3. The process of interpretation and summary:** On receiving any verbal communication, the person should explain the status of the message such as likes, dislikes, pleasant and unpleasant feelings and also desires. He should be able to brief or summarise the statements for better focusing of the ideas and views.

- **4.Probing approach:** A person who is much interested in listening and caring, must have the probing approach to have a clear assessment of facts thereby avoiding the confusions, suspicions and conflicts.
- **5.Application of silence:** The process of keeping silent with patience would be a right step to promote the act of listening and caring. When a person gives a silent hearing to any information or conversation, he plans a better strategy for transparent discussion of the concerned matter towards taking a correct decision.
- **Define Sharing.(3 marks)**

### **SHARING**

- Primarily, caring influences 'sharing'. Sharing is a process that describes the transfer of knowledge (teaching, learning, and information), experience (training), commodities (material possession) and facilities with others. The transfer should be genuine, legal, positive, voluntary, and without any expectation in return. However, the proprietary information it should not be shared with outsiders. Through this process of sharing, experience, expertise, wisdom and other benefits reach more people faster. Sharing is voluntary and it cannot be driven by force, but motivated successfully through ethical principles.
- In short, sharing is 'charity' For the humanity, 'sharing' is a culture. The 'happiness and wealth' are multiplied and the 'crimes and sufferings' are reduced, by sharing. It paves the way for peace and obviates militancy. Philosophically, the sharing maximizes the happiness for all the human beings. In terms of psychology, the fear, divide, and distrust between the 'haves' and 'have-nots' disappear. Sharing not only paves the way to prosperity, early and easily, and sustains it. Economically speaking, benefits are maximized as there is no wastage or loss, and everybody gets one's needs fulfilled and satisfied. Commercially speaking, the profit is maximized. Technologically, the productivity and utilization are maximized by sharing.

- **Explain the various types of sharing?(7marks)**

### **VARIOUS TYPES OF SHARING**

- 1. Sharing of technological and scientific knowledge and resources.
- 2. Sharing of personal information.
- 3. Sharing of any achievements such as success in exams or promotions in professional careers.
- 4. Sharing of sympathy and condolences in terms of any tragic eventuality.
- 5. Sharing of experiences and exposures in the field of any profession.
- 6. Sharing of time for maximum utility.
- 7. Sharing of loss and profits of an organization.
- 8. Sharing of job prospective for professional standards.

- **Enumerate the key steps to develop sharing.(6 marks)**

### **KEY POINTS TO DEVELOP SHARING**

- 1. Motivation and willingness to earn friendships and relationships.
- 2. Gaining of wealth and knowledge by more sharing.
- 3. Better identification of the individual personality and personal objectives.
- 4. Avoiding excess sharing to prevent the loss of potential viability.
- 5. Encouragement and promotion of mutual sharing.

- 6. True commitment with a sense of dedication and involvement.

- **Define honesty.(3 marks)**

### **HONESTY**

- Honesty is speaking the truth. Saying things that aren't true, or that you think might not be true, or that you are making up to hide the truth are all types of lies. Lying is not honest (also called being dishonest) because you are saying something that isn't true.
- Examples of what speaking the honest truth means:
  - Honesty means you don't say things about people that aren't true. You are not being honest if you make up rumors about someone or if you share rumors someone else made up.
  - Being honest means you admit to your actions, even if you'll get in trouble. You are not being honest if you deny you did something wrong when you really did it.
  - Honesty means you explain how a situation really happened. You are not being honest if you say something happened one way when it really happened another way.
- Presentation of **truth or open fact** is the best quality or a trademark of honesty. Honest persons are always respected and honoured by the society for their truthful character. Although an honest person may face some hurdles or barriers to achieve his target in the initial period, he will be suitably rewarded with an ultimate success to fulfil his goal of achievement in the later period.
- Several epic poems in all international languages have focused on the importance of honesty to be practiced in daily life. When the honesty is incorporated into the characters of children and youth, they can blossom into matured people with a strong mental willpower and good moral conduct for a bright future. The basic



essence of honesty is manifested, when the individuals respect their inner thoughts and consciousness to perform their duties to the entire satisfaction of their employers and common public.

- **How honesty is exhibited?(6 marks)**
- **Differentiate Truthfulness & Trustworthiness.(5 marks)**

Honesty is a virtue, and it is exhibited in two aspects namely,

### ➤ **TRUTHFULNESS AND TRUSTWORTHINESS**

- Truthfulness is to face the responsibilities upon telling truth. One should keep one's word or promise. By admitting one's mistake committed (one needs courage to do that!), it is easy to fix them. Reliable engineering judgment, maintenance of truth, defending the truth, and communicating the truth, only when it does 'good' to others, are some of the reflections of truthfulness.
- But trustworthiness is maintaining integrity and taking responsibility for personal performance. People abide by law and live by mutual trust. They play the right way to win, according to the laws or rules (legally and morally). They build trust through reliability and authenticity. They admit their own mistakes and confront unethical actions in others and take tough and principled stand, even if unpopular.

### **Honesty is mirrored in many ways. The common reflections are**

- Beliefs (intellectual honesty).
- Communication (writing and speech).
- Decisions (ideas, discretion).
- Actions (means, timing, place, and the goals) and
- Intended and unintended results achieved.

**As against this, some of the actions of an engineer that leads to dishonesty are**

- 1. **Lying**: Honesty implies avoidance of lying. An engineer may

communicate wrong or distorted test results intentionally or otherwise. It is giving wrong information to the right people.

- **2. Deliberate deception:** An engineer may judge or decide on matters one is not familiar or with insufficient data or proof, to impress upon the customers or employers. This is a self-deceit.
- **3. Withholding the information:** It means hiding the facts during communication to one's superior or subordinate, intentionally or otherwise.
- **4. Not seeking the truth:** Some engineers accept the information or data, without applying their mind and seeking the truth.
- **5. Not maintaining confidentiality:** It is giving right information to wrong people. The engineers should keep information of their customers/clients or of their employers confidential and should not discuss them with others.

Giving professional judgment under the influence of extraneous factors such as personal benefits and prejudice. The laws, experience, social welfare, and even conscience are given a go-bye by such actions. Certainly this is a higher-order crime.

- The act of honesty could contribute not only to the credibility, but also to an enhanced social status of an individual. Most moral and ethical theories have advocated that an honest person could contribute to the desirable changes in a community by the way of his two primary virtues such as **truthfulness and trustworthiness**.

- **Define Courage.(3 marks)**

- **Explain the various classification of courage? (7 marks)**

### **COURAGE**

- Courage is the tendency to accept and face risks and difficult tasks in rational ways. Self-confidence is the basic requirement to nurture courage. Courage is classified into three types, based on the types of risks, namely

- **Physical courage,**
- **Social courage, and**
- **Intellectual courage.**
- In **physical courage**, the thrust is on the adequacy of the physical strength, including the muscle power and armaments. People with highadrenalin, may be prepared to face challenges for the mere ‘thrill’or driven by a decision to ‘excel’.
- The **social courage** involves the decisions and actions to change the order, based on the conviction for or against certain social behaviors.This requires leadership abilities, including empathy and sacrifice, to mobilize and motivate the followers, for the social cause.
- The **intellectual courage** is inculcated in people through acquired knowledge, experience, games, tactics, education, and training. In professional ethics, courage is applicable to the employers, employees,public, and the press.
- Look before you leap. One should perform Strengths, Weakness, Opportunities, and Threat (SWOT) analysis. Calculate (estimate) the risks, compare with one’s strengths, and anticipate the end results, while taking decisions and before getting into action. Learning from the past helps. Past experience (one’s own or borrowed!) and wisdom gained from self-study or others will prepare one to plan and act with self- confidence, succeed in achieving the desired ethical goals through ethical means. Opportunities and threat existing and likely to exist in future are also to be studied and measures to be planned. This anticipatory management will help anyone to face the future with courage.
- The courageous act is always associated with the disciplined character. When a person possesses the courageous character in combination with self- discipline, he is sure to check a success through his determined efforts. The act of courage could infuse a positive thinking in the minds of people and enhances the power of tolerance. Individuals with a courageous character are not discouraged and confused over the failures. Instead, they become ensured to keep on trying and struggling to reach the successful target with the enhanced motivation. The act of

courage strengthens the mental caliber and personal integrity of an individual for the proper management of the critical problems without any fear and disappointment. Courageous persons would be so determined to the act against any social injustice or evil with the sense of moral devotion and commitment thus not minding their personal discomfort.

- Facing the criticism, owning responsibility, and accepting the mistakes or errors when committed and exposed are the expressions of courage. In fact, this sets their mind to be vigilant against the past mistakes, and creative in finding the alternate means to achieve the desired objectives.

Prof. Sathish Dhawan, Chief of ISRO, was reported to have exhibited his courage and owned responsibility, when the previous space mission failed, but credited Prof. A.P.J. Abdul Kalam (now our revered President), when the subsequent mission succeeded.

- **State the features of a courageous person. (4 marks)**

**The courageous people own and have shown the following characteristics, in their professions:**

- Perseverance (sustained hard work),
- Experimentation (preparedness to face the challenges, that is, unexpected or unintended results),
- Involvement (attitude, clear and firm resolve to act), and
- Commitment (willing to get into action and to reach the desired goals by any alternative but ethical means).

**Define Co-operation. (3 marks)**

### **CO-OPERATION**

- It is a team-spirit present with every individual engaged in engineering. Co-operation is an activity between two persons or sectors that aims at integration of operations (synergy), while not sacrificing the autonomy of either party. Further, working together ensures, coherence, i.e., blending of different skills required,

towards common goals. Willingness to understand others, think and act together and putting this into practice, is cooperation. Cooperation promotes collinearity, coherence (blend), co-ordination (activities linked in sequence or priority) and the synergy (maximizing the output, by reinforcement).

- According to professional ethics, cooperation should exist or be developed, and maintained, at several levels; between the employers and employees, between the superiors and subordinates, among the colleagues, between the producers and the suppliers (spare parts), and between the organisation and its customers. The codes of ethics of various professional societies insist on appropriate cooperation to nourish the industry. The absence of cooperation leads to lack of communication, misinformation, void in communication, and undue delay between supply, production, marketing, and consumption. This is likely to demoralize and frustrate the employees, leading to collapse of the industry over time and an economic loss to the society.

- **Enumerate the impediments to successful co-operation.(7 marks)**

**The impediments to successful co-operation are:**

- Clash of ego of individuals.
- Lack of leadership and motivation.
- Conflicts of interests, based on region, religion, language, and caste.
- Ignorance and lack of interest.

By careful planning, motivation, leadership, fostering and rewarding team work, professionalism and humanism beyond the 'divides', training on appreciation to different cultures, mutual understanding 'cooperation' can be developed and also sustained.

- **State the objectives of co-operation(4 marks)**

**OBJECTIVES OF CO-OPERATION**

- Team spirit with active involvement.
- Unified and coordinated efforts.

- Motivation for public welfare.
- Service mindedness with honesty and integrity without any expectation for personal benefit.
- Sharing identical views for the common goals.
- Democratic participation with dedication for the welfare of a nation or community. Voluntary acceptance to the outcome of co- operative efforts. The social and political architecture of any nation is based on the concept of co-operation. It is a worth mentioning to point out that liberation movements in several countries including India for procuring independent freedom from the clutches of rulers, had been achieved only through the co- operative movement and struggle. Any social or community conflict could be amicably settled and solved through the co- operative movements. The legitimate interests of any subject are fully protected without any violation by means of co- operation.

- The process of co-operation creates a strong network of bonding by which social harmony and cultural traditions are fully protected. Right from ancient time onwards, vedic scholars and philosophers have underlined the importance of co- operation in the restoration of democratic rights and justice.
- It has become the moral obligation of every individual to cultivate and develop the sense of co-operation for the betterment of community or organization with which he is associated

- **Define Commitment.( 3 marks)**

### **COMMITMENT**

- Commitment means alignment to goals and adherence to ethical principles during the activities. One must believe in one's action performed and the expected end results (confidence). Holding sustained interest and firmness, in whatever ethical means one follows, with the fervent attitude and hope that one will achieve the goals, is commitment. It is the driving force to realize success. Commitment means

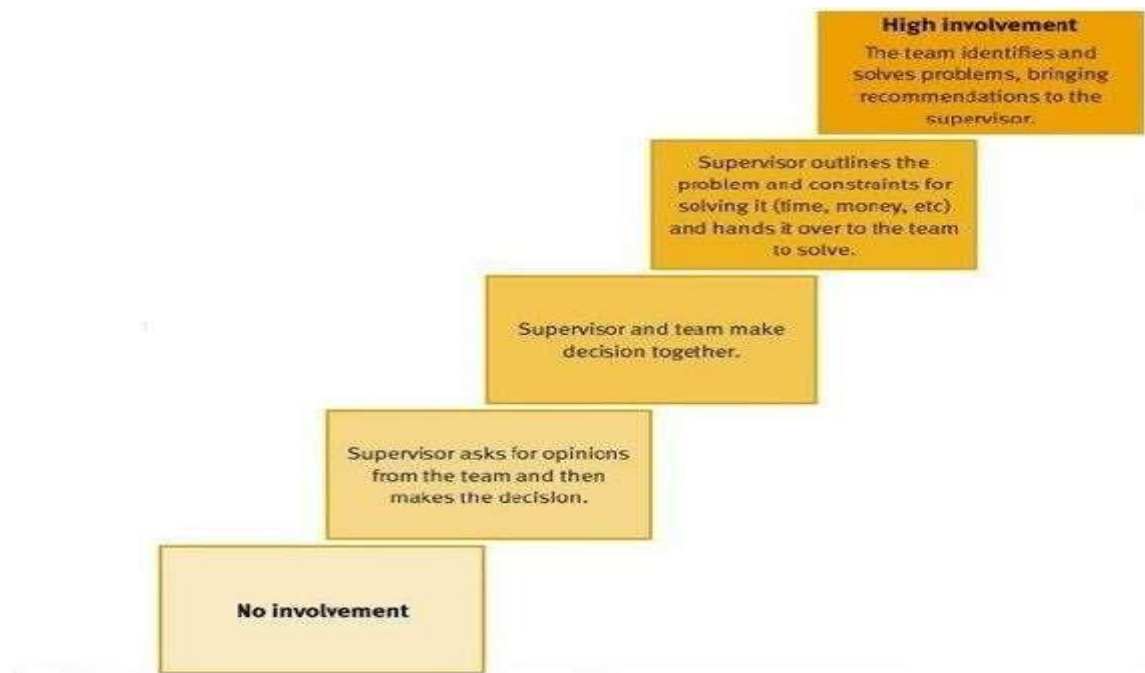
acceptance of the responsibilities and duties and cooperation means help and assistance. By developing team commitment and cooperation in a work team you are assisting the team to meet its goals and objectives. Work teams that are committed and cooperative are more likely to achieve the goals the business has set.

**There are a number of signals that indicate the work team is committed.**

**These include:**

- maintaining or increasing quality
  - reaching or exceeding production targets
  - decreasing complaints from team members
  - limited conflict between team members
  - Fewer workplace injuries.
- There are degrees of team involvement in decision making. Your knowledge of the skills and abilities of the team members will guide your decision about the extent supported employees can contribute to making a decision. There are no rules for when and how team members should be involved. It is a matter for your judgment. The following diagram shows the degrees of involvement team members may have. At the highest level of involvement the team identifies and solves problems, and brings recommendations to the supervisor. At the lowest level of involvement the team plays no role in the decision making at all. Between these two extremes the supervisor and team may make the decision together, or the supervisor may outline the problem and constraints for solving it (time, money, etc) and hand it over to the team to solve.

### High involvement to no involvement



- Involving team members in decision making, which can include problem solving, should be based on whether one or more of the following is met. **The need for acceptance.** The greater the need for the team to accept your decisions, the more you should involve them.
  - The effect the decision will have on the team. The more the problem or decision affects the team, the more you should involve them. Their involvement in implementing the decision. If the team will be implementing or carrying out the decision, involve them. The ability and desire of the group to become involved. If the team wants to be involved, consider involving them, particularly if they have sufficient knowledge or expertise in the issue involved. Even if they do not, it could be useful for training and development purposes.
  - The tendency for commitment is much required for the perfect completion or execution of any personal or professional affair. Lack of commitment and enthusiasm may not contribute to any successful achievement of any task.
  - Execution of any academic or professional task without the commitment



may not yield the expected result.

- State the characteristic features of commitment .(6 marks)

**The characteristic features of commitment are mentioned as follows.**

- Consistent efforts
- Tendency of caring
- Reliable approach
- Dependable attitude
- Duty consciousness
- Sense of integrity
- Dedicated loyalty.
- Commitment is considered to be a voluntary and spontaneous act and is not enforced by any compulsion or authoritative act. Commitment cannot be formally registered by any act of pact or written statement. But it is the original expression of mental attitude of an individual for an active involvement in any task. A person with a true sense of commitment is prepared to forgo his conveniences and comforts for the sake of welfare of others. It is also evident to say that **selfishness is totally eradicated** by the true application of commitment.
- **Explain the different types of commitment? (7 marks)**

### **DIFFERENT TYPES OF COMMITMENTS**

- 1. Any commitment to work or task refers to the application of mental thinking and inclination to take up any work with a sense of perfection.
- 2. Professional commitment refers to the sensible attitude of involvement for the sustained growth of an organization.
- 3. Any commitment to a customer refers to the sincere and satisfactory service to the expectations of a customer.
- 4. Any commitment to a friend refers to the true symbol of spirit and enthusiasm for mutual help and service to justify the true symbol of friendship.
- Any commitment to a nation refers to the patriotic **sacrifice** to uphold the

integrity and sovereignty of a country.

The development of tendency for commitment could induce a self- realization and self-confidence to serve for the community or society. The common public, students, teachers and professionals should make it as a compulsory criterion to develop and also cultivate the act of commitment for the sake of both personal and community welfare benefits. The act of commitment leads to the building up of disciplined character and conduct. It provides the natural instinct with anticipated efforts for the honest sharing of the problems of others.

- **Define Empathy.(3 marks)**

### **EMPATHY**

- Empathy is social radar. Sensing what others feel about, without their open talk, is the essence of empathy. Empathy begins with showing concern, and then obtaining and understanding the feelings of others, from others' point of view. It is also defined as the ability to put one's self into the psychological frame or reference or point of view of another, to know what the other person feels. It includes the imaginative projection into other's feelings and understanding of other's background such as parentage, physical and mental state, economic situation, and association. This is an essential ingredient for good human relations and transactions.

- **Enumerate the features of empathy.(7 marks)**

**To practice 'Empathy', a leader must have or develop in him, the following characteristics**

- **Understanding others:** It means sensing others feelings and perspectives, and taking active interest in their welfare.
- **Service orientation:** It is anticipation, recognition and meeting the needs of the clients or customers.
- **Developing others:** This means identification of their needs and bolstering their abilities. In developing others, the one should inculcate in him the listening skill first.

- **Communication** : 22% reading and writing + 23% speaking + 55% listening
- One should get the feedback, acknowledge the strength and accomplishments, and then coach the individual, by informing about what was wrong, and giving correct feedback and positive expectation of the subject's abilities and the resulting performance. Leveraging diversity (opportunities through diverse people): This leads to enhanced organizational learning, flexibility, and profitability.
- **Political awareness**: It is the ability to read political and social currents in an organization.

**The benefits of empathy include:**

- Good customer relations (in sales and service, in partnering).
- Harmonious labor relations (in manufacturing).
- Good vendor-producer relationship (in partnering.)
- Through the above three, we can maximize the output and profit, as well as minimizing the loss.
- While dealing with customer complaints, empathy is very effective in realising the unbiased views of others and in admitting one's own limitations and failures. According to Peter Drucker, purpose of the business is not to make a sale, but to make and keep a customer.
- **Enumerate the importance of listening in empathy( 7 marks)**

**ASSOCIATION BETWEEN LISTENING & EMPATHY**

- Listening and empathy are the two important factors to build up a strong and worthy relationship, based on the mutual exchange of views and ideas. The proper listening enables a person to have the accurate assessment of the conditions, situations and status of other persons for the proper future-orientated actions. Learning also provides more clues to the person to identify the feelings of others for mutual help.

- **The ultimate benefits of the association between listening and empathy are explained as follows:**

- 1.It provides a green signal to the other persons about the meaningful perception of a message and for further closed dialogues.
- 2.This erodes and also corrects any misconception or misunderstanding between the individuals there by creating transparent understanding of others
- 3.This interaction promotes and improves the quality of personal conversation between individuals regarding some sensitive and emotional topics.
- 4. This interaction strengthens the bond of friendship thus ensuring for further intimate exchange of personal views.
- 5. This interaction contributes certain good qualities and virtues such as mutual help, forgiveness and tolerance.
- **The ideal combination of both empathy and sympathy constitutes the important aspect of ethical code of conduct and character.** This unique combination of a character is expressed, when a person remains in a state of calamity due to various personal and social causes. For example, when an individual is grieved by the death of his family member, the gentle expression of condolences by uttering a few soothing words with the sharing of his sorrowful feelings would provide a sense of consolation and comfort to the bereaved individual. It is the real essence of human values that the persons who are affected by any natural or personal calamity, should be attended with the deep sense of affection and dedication.

- **Define Self Confidence.( 3marks)**

**SELF-CONFIDENCE**

- The term **self-confidence** refers to the positive attitude to face and execute anything with capability. Self-confidence is identified as an important moral virtue that strengthens the mental stability and will power for the successful achievement of any task. It acts as a morale booster to motivate a person in a right direction. It provides a person with self-courage and self-interest to think and act in

a constructive terms. The basic attitude of optimism and selfless efforts would provide a striking force to a person for the perfect execution of any task.

- Certainty in one's own capabilities, values, and goals, is self-confidence. Such people are usually positive thinking, flexible and willing to change. They respect others so much as they respect themselves. Self-confidence is positive attitude, wherein the individual has some positive and realistic view of himself, with respect to the situations in which one gets involved.
- The people with self- confidence exhibit courage to get into action and unshakable faith in their abilities, whatever may be their positions. They are not influenced by threats or challenges and are prepared to face them and the natural or unexpected consequences. The self-confidence in a person develops a sense of partnership, respect, and accountability, and this helps the organization to obtain maximum ideas, efforts, and guidelines from its employees.

- **Enumerate the salient features of self confidence (7 marks)**

#### **SALIENT FEATURES OF SELF-CONFIDENCE**

- 1. Powerful conviction of mind.
- 2. Courageous attitude to shoulder responsibility.
- 3. Positive thinking with optimistic thoughts.
- 4. Awareness to cater the needs of others.
- 5. Capability to adapt with the changes.
- 6. Bold attitude to take risky efforts.
- 7. Capability to face the challenging encounters.
- 8. Attitude for experimentation to understand new things.
- 9. Individuality in taking bold decisions.

#### **FEATURES OF LACK OF SELF-CONFIDENCE**

- Tendency of expecting approval and consent from others.
- Indecisive approach without bold character.
- Fearful attitude for criticisms and remarks from others.

- Insecure feeling without moral courage.
- Lack of precise planning without an advanced strategy.
- Arrogant attitude without any flexibility.
- Provocative behaviour towards the organisational authority.
  - **Examine the factors that shape the self confidence of an individual (7 marks)**
- The factors that shape self-confidence in a person are:
  - Heredity (attitudes of parents) and family environment (elders),
  - Friendship (influence of friends/colleagues),
  - Influence of superiors/role models, and
  - Training in the organization (e.g., training by Technical Evangelists at Infosys Technologies).

### **KEY POINTS FOR THE CULTIVATION OF SELF-CONFIDENCE**

- Mental alertness to assess the reason for mistakes and failures.
- Flexible temperament by the mutual exchange of ideas and views.
- Well-designed strategic procedures for the proper achievement of goal and objectives.
- Meaningful and beneficial association with the people of good moral values and characters.
- Consistent planning for an accurate execution of a task.
- Ignoring the unhealthy comments and criticisms for achieving professional excellence
- Well-planned preoccupations for purposeful objectives and goals.
- Deriving sense of satisfaction and pleasure, while executing any work.
- Ability to develop positive thinking in terms of progressive upliftment of an organization or company.

**The following methodologies are effective in developing self-confidence in a person:**

- Encouraging SWOT analysis. By evaluating their strength and weakness, they can anticipate and be prepared to face the results.
- Training to evaluate risks and face them (self-acceptance).
- Self-talk . It is conditioning the mind for preparing the self to act, without any doubt on his capabilities. This make one accepts himself while still striving for improvement.
- Study and group discussion, on the history of leaders and innovators (e.g., Sam Walton of Wal-Mart, USA).

**The basic principles of self-confidence is expressed by the following selective examples**

- I have the potential ability of doing any task.
- I have the better exposure and capability of handling and doing any activity.
- I have the professional competence of executing that task.
- I have the personal integrity and honesty in my professional approach.
- Proper evaluation and assessment of one's capability and potential strength.
- I have a transparent and modest character to avoid the balancing by others.
- I have a better sense of mind to appreciate the nature of work done by others.
- **Write a short note on social expectations (7 marks)**

### **SOCIAL EXPECTATIONS**

- Social expectations are ideas that we have of how someone in our social surroundings will behave in the future or in a specific situation. When we generate an impression of someone, these expectations are associated with the image we generate. This helps us imagine how we have to behave or act around them and to predict their behavior.
- This conduct of generating expectations about our relationships fulfills an

adaptive function. It's pretty simple to guess what it is. In an artificial environment, based on complex societies such as the ones most of us inhabit, foreseeing the behavior of others allows us to adapt our own behavior. Thus, we would greatly benefit in social interactions. Despite that this isn't a precise process, making a prediction and being wrong at times is better than not doing it or never guessing correctly.

- It's important to know that these social or behavioral expectations greatly influence our own behavior. We don't treat everyone alike, just as we don't treat the same person the same way in every situation. We can see this in many everyday situations. Plus, we try to make others meet our expectations, either by forcing them indirectly or altering our perception of them. This process takes place in both directions. We are also aware of the expectations others have of us. So we also attempt to adapt our behavior in order to satisfy these ideas.

## **QUESTIONS**

### **Part – A**

#### **(Three-Mark Questions)**

1. Define Ethics? What is the need to study Ethics?
2. What is Engineering Ethics?
3. What is the scope of engineering ethics?
4. What is meant by human values? Explain the different types of values.
5. Define the term morals.
6. What is integrity?
7. What are the sources of values?
8. Give any three forms of academic dishonesty among the students.
9. What is meant by work ethics? List out the objectives of work ethics.
10. Explain why ethical problems arise in a work place.



11. Explain caring and sharing.
12. Define courage. Explain the different types of courage.
13. Explain the characteristics shown by a courageous person.
14. Explain the importance of 'value of time'.
15. Define empathy? Explain the benefits of empathy.
16. Give any four qualities of work Ethics.
17. What is service learning?
18. What are the objectives of Service -Learning?
19. Define the term civic virtue?
20. Mention the salient features of civic virtues.
21. What is altruism?
22. What are the essential elements of respect?
23. What are the suggestions for peaceful living?
24. What is Caring?
25. What is sharing?
26. What is honesty?
27. What is courage?
27. What is meant by valuing time?
28. What is co-operation?
29. What are the objectives of Co-operation?
30. What is meant by commitment?
31. What is empathy?
32. What is self-confidence?
33. What are the salient features of self-confidence?
34. What is character? Bring out the different types of character.
35. What is plagiarism?
36. Define empathy and honesty.
37. Briefly explain about morals, values and ethics.
38. Interpret the two forms of self-respect.

## **PART – B ESSAY**

### **QUESTION**

**(14 marks)**

1. Write a brief summary on the aspects of morals, values and ethics.
2. Explain the influence of (a) ethics and (b) education on character.
3. Briefly explain the three aspects of morals.
4. Give a brief account on the various types and sources of values.
5. Briefly explain about the salient features of engineering ethics.
6. Write a brief account to the various types of integrity.
7. Explain about the various aspects of work ethics.
8. Write an account on the salient features and objectives of Service-learning.
- 9.a) Classify the relationship between ethical values and law?  
b) Compare between caring and sharing.
10. Bring out the role of civic virtues in character building and civic education.
11. Explain the various features of respect.
12. Explain the various suggestive measures for a peaceful living.
13. Explain how a person can achieve a peaceful living in the world.
14. Focus on the various features of caring.
15. Write a short account on the various aspects of honesty.
16. Define honesty. How can we identify the honesty of a person?
17. Explain some of the actions of a dishonest professional.
18. Briefly write about the beneficial aspects of time management and their ways of implementation.
19. Explain the salient features and types of commitment.

20. Bring out the importance of commitment of a person in an activity.
  21. Briefly discuss the various aspects of empathy.
  22. Define self-confidence. Explain the characteristics of a person with this.
  23. Write a brief note on the classical features of self-confidence and the impact of the lack of self-confidence.
  24. Explain the value 'integrity' and its importance in professional life.
  25. Explain how self-confidence can be developed in a person.
  26. What can be the impediments to co-operation? How they can be overcome in practice?
  27. Write a short account on the various aspects of character.
  28. Explain the basic principles with regard to the aspect 'respect for others' which can nurture friendship and team work.
  29. Explain the term integrity and its need for engineering professional,
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