



INSIGHTSIAS

SIMPLIFYING IAS EXAM PREPARATION

- IAS SELF STUDY GUIDE -

SECURE SYNOPSIS

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GS-IV

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NOTE: Please remember that following '*answers*' are *NOT* '*model answers*'. They are NOT synopsis too if we go by definition of the term. What we are providing is content that both meets demand of the question and at the same time gives you extra points in the form of background information.



Table of Contents

General Studies Paper - IV _____ 4

TOPIC: Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values. Contributions of moral thinkers and philosophers from India and world. _____ 4

Q) Mahatma Gandhi always supported the idea of the “purity of means”, in this context do you think it is unethical for a military officer to mislead the enemy? Discuss in the backdrop of recent Air strikes on Balakot and role played by wing commander of India who was captured by the enemy country. (250 words) _____ 4

Q) “Rawls’ theory of justice requires the advantaged to help the disadvantaged under circumstances in which the disadvantaged benefit more than the advantaged do themselves. Do you agree ? elucidate with examples. (250 words) _____ 5

TOPIC: Attitude: content, structure, function; its influence and relation with thought and behavior; moral and political attitudes; social influence and persuasion. _____ 6

Q) Discuss the Bandura’s social cognitive theory. What are its key features ? How does it explain human behavior ? Elucidate. (250 words) _____ 6

Topic– Aptitude and foundational values for Civil Service , integrity, impartiality and non-partisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker-sections. _____ 8

Q) The Joy of Giving is often said to lead to Generosity and generate “instant karma” elucidate with examples. (250 words) _____ 8

Q) It is often said that poverty leads to corruption. However there is no dearth of instances where affluent and powerful people indulge in corruption in a big way. What are the basic causes of corruption among people ? Support your answer with examples. (250 words) _____ 9

TOPIC : Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships. _____ 11

Q) Does the death penalty stop crime ? Do you think India abolish capital punishment ? Critically analyze. (250 words) _____ 11

Q) What do you know by ‘ Ethical Human Conduct’ ? In what way is it imperative to be ethical along with being professionally competent ? (250 words) _____ 13

Q) Distinguish between Deontological ethics and Teleological ethics. Can Utilitarianism be considered as a flawless philosophy ? Explain with an example. (250 words) _____ 14

Q) What do you understand by bioethics ? Deliberate issues related to bioethics in India. (250 words) _____ 15

Q) Law and ethics are well-thought-out to be the two tools for regulating human conduct so as to make it favourable to humanised social existence. Comment. (250 words) _____ 17

TOPIC : Public/Civil service values and Ethics in Public administration: Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance; strengthening of ethical and moral values in governance; ethical issues in international relations and funding; corporate governance. _____ 18

Q) What do you understand by ‘voice of conscience’ ? Narrate one incident in your life when you were faced with a crisis of conscience and could you prepare yourself to heed to the voice of conscience ? (250 words) _____ 18

Q) What do you understand by conflict of interest ? As a future administrator how do you resolve such situations through conflict management ? Discuss. (250 words) _____ 19



- Q) “After a time, civil servants tend to become no longer servants and no longer civil”. Evaluate . (250 words) _____ 21
- Q) Discuss seven essential principle tenets of public services that serve as an ethical guide for civil servants. (250 words) _____ 23
- Q) Explain what you understand by ethical due diligence. How is it an important value for a civil servant ? How would you indoctrinate it ? (250 words) _____ 24
- Q) “With bad laws and good civil servants, it’s still possible to govern, But with bad civil servants, even the best possible laws can’t help”. Do you approve of the view in the statement ? Elucidate. (250 words) _____ 26
- Q) Explain the utility of Cooper’s Ethical Decision Model in Ethical Decision Making in Public services. (250 words) _____ 27
- Q) Discuss the impact of Social influence on public service. (250 words) _____ 28
- TOPIC: Probity in Governance: Concept of public service; Philosophical basis of governance and probity; Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen’s Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption.** _____ **30**
- Q) Code of conduct is a forcible, quick-fix strategy. It reduces ethics to legality by directing on both the “lowest common values” and “consequences of deviations”. Discuss. (250 words) _____ 30
- Q) Living up to the public trust is much more than just an act of compliance. Comment. (250 words) _____ 31
- Q) Describe codes of conduct and quality of service delivery are most important at present scenario in governance. (250 words) _____ 33
- Q) Explain the essentials of information sharing and citizen charter in public service. (250 words) _____ 34
- Topic– Case study** _____ **35**
- Q) You are stuck in traffic driving a car. A poor girl looking very frail approaches you and start begging for money. Looking at her frail appearance, out of compassion, you take out your wallet to search for a ten Rupees note. The girl then snatches your wallet and starts running. A man on a motorbike who see this act, catches the girl and starts beating her in full view of public. Now the traffic is moving and your car is in the middle of the road. What will you do in such a situation ? And why ? (250 words) _____ 35



General Studies Paper - IV

TOPIC: Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values. Contributions of moral thinkers and philosophers from India and world.

Q) Mahatma Gandhi always supported the idea of the “purity of means”, in this context do you think it is unethical for a military officer to mislead the enemy? Discuss in the backdrop of recent Air strikes on Balakot and role played by wing commander of India who was capsized by the enemy country. (250 words)

Why this question:

The question is in the context of the idea of purity of means advocated by Mahatma Gandhi.

Key demand of the question:

The answer must apply the idea of purity of means to the recent incidence of Wing commander Abhinandan Varthaman who was caught up in the Enemy territory after the completion of the operation of air strike. One has to evaluate this situation in the context of the idea.

Directive word:

Discuss – This is an all-encompassing directive – you have to debate on paper by going through the details of the issues concerned by examining each one of them. You have to give reasons for both for and against arguments.

Structure of the answer:

Introduction:

Explain briefly background of the recent Balakot incidence.

Body:

Discuss briefly the following aspects :

- *Elucidate upon the idea of “Purity of means” as propounded by Mahatma Gandhi; that ‘means are as important as end’. The purity of means is to achieve an end result which tells us about our values and attitude. For instance Gandhiji adhered to the path of non-violence for achieving independence for India. But Gandhiji himself justified violence in Quit India movement when he saw no other alternative has been left. Thus ethics is contextual and situational.*

Discuss how for a military officer, his highest moral duty would be to safeguard the national interest and ensure the survival of the state. As failing in the war would mean subordination of the country which would take away the people’s fundamental rights and push them towards impoverishment, therefore for a military officer winning a battle is more necessary even if he has to mislead the enemy.

Conclusion:

Signify the importance of the Gandhian ideology and conclude how it becomes contextual to the situations.

Introduction:

- Gandhi seems to stand almost alone among social and political thinkers in his firm rejection of the rigid dichotomy between ends and means and in his extreme moral preoccupation with the means to the extent that they rather than the ends provide the standard of reference.
- He was led to this position by his early acceptance of satya and ahimsa, truth and nonviolence, as twin moral absolutes and his consistent view of their relationship. But Gandhiji himself justified violence in Quit India movement when he saw no other alternative has been left. Thus, ethics is contextual and situational.



- “The means may be likened to a seed, the end to a tree; and there is just the same inviolable connection between the means and the end as there is between the seed and the tree.”

Body:

- For a military officer, his highest **moral duty would be to safeguard the national interest and ensure the survival of the state**. As failing in the war would mean subordination of the country which would take away the people’s fundamental rights and push them towards impoverishment, therefore for a military officer winning a battle is more necessary even if he has to mislead the enemy.
- The recent airstrikes on Balakot terror camps which are located in the PoK region was bombed. Although it is against the international relation ethics to attack regions in the areas of other country, India had to take the **pre-emptive strikes to safeguard herself from the repeating terror attacks**.
- So, when national interest is at stake in situations as above, end becomes more important. But in military aggression and adventurism like by Russian in Crimea or Israel in Palestine end and long term interest of the nation must be seen.

Conclusion:

- According to Gandhiji, If we are sure of the “purity” of the means we employ, we shall be led on by faith, before which “all fear and trembling melt away”. Unconcern with results does not mean that we need not have a clear conception of the end in view.

Q) “Rawls’ theory of justice requires the advantaged to help the disadvantaged under circumstances in which the disadvantaged benefit more than the advantaged do themselves. Do you agree ? elucidate with examples. (250 words)

Why this question:

The question is in the context of Rawls’ theory of justice. It is about the applied aspects of the theory to the advantaged and disadvantaged of the society.

Key demand of the question:

The answer must analyze the Rawl’s theory of justice in detail – how the conception of justice is an inherent nature of our social as well as practical life. According to him, Justice is related to the social institutions which guide and mould the actions and ideas of social beings.

Directive word:

Elucidate – When you are asked to elucidate, you have to pass a sound judgement about the truth of the given statement in the question or the topic based on evidences. You have to appraise the worth of the statement in question using examples.

Structure of the answer:

Introduction:

Explain briefly background of the recent Balakot incidence.

Body:

Discuss briefly the following aspects – Elucidate upon the idea of “Justice” as propounded by John Rawls. The main theme of Rawls’ theory of justice is it is interpreted as fairness. According to John Rawls fairness denotes obligations. Obligation means an act which a person morally or legally is bound to do. Obligations are different from natural duties.

In the above question it is important to discuss how justice revolves around the disadvantaged, the weak being helped by the advantaged, the strong , powerful , one with resources by forgoing the advantages of thyself.

Such answers must be sufficiently substantiated with examples.

Conclusion:

Signify the importance of the Rawls theory .



Introduction:

- John Rawls was an American moral and political philosopher in the liberal tradition. His works have influenced famous thinkers like Amartya sen, Thomas Nagel, Thomas Pogge etc.

Body:

John Rawls theory of Social Justice:

- Rawls introduced the theory of “**veil of ignorance**” while deciding the rules and regulations for society’s functioning.
- Veil of ignorance means to imagine ourselves in a condition where we don’t know our position in terms of caste, religion, gender etc and then take decision.
- The concept here is that when we don’t know our position then it is more likely that we take rational decision for collective benefit of society.

Basic principles of his theory:

- Rawls suggests two basic principles of justice.
- **Principle of Equal Liberty:**
 - It means each person is to have an equal right to the most extensive basic liberty compatible with a similar liberty for others.
 - Examples: freedom of thought, speech and expression, universal suffrage, freedom from arbitrary arrest and seizure, the right to hold public office etc.
- **Difference Principle:** There are 2 parts under this
 - **Fair equality of opportunity:** It postulates that public policies are reasonably expected to be to everyone’s advantage and public position and offices are open to all.
 - **Difference principle:** It justifies only those social and economic inequalities that maximize benefits to the least advantaged citizens.
- These principles provide an operating logic for the determination of public interest by the decision- makers.
- The contents of the “**social primary goods**” specified by Rawls are of particular importance, for the fair distribution of them, namely, liberty and opportunity, income and wealth and basis of self-respect in a society will undoubtedly help to achieve the much needed social justice. Example: The recent 10% reservation for the Economically Weaker Sections in education and jobs; reservations for SC/ST etc.
- Another important aspect of his theory is that while laying emphasis on the **equal distribution of the “social primary goods”**, he envisages “**an unequal distribution**” of the “**social primary goods**” if such **unequal distribution is “to the advantage of the least favoured”**. Example: progressive tax system in India, multi-tiered GST system, Philanthropy.
- In envisaging such “unequal distribution” of the social primary goods to benefit the “least favoured” in the society

Conclusion:

The concept of Social and Economic Justice is adopted in our Constitution in the form of **Directive Principles of State Policy**.

TOPIC: Attitude: content, structure, function; its influence and relation with thought and behavior; moral and political attitudes; social influence and persuasion.

Q) Discuss the Bandura’s social cognitive theory. What are its key features ? How does it explain human behavior ? Elucidate. (250 words)

Livemint

Why this question:

The question is about social cognitive theory propounded by Bandura, The article discusses how individuals with strong morals are less likely to adopt toxic behaviour of their superiors. It justifies the importance of strong values and morals using SCT.

Key demand of the question:

The answer should discuss in detail the Bandura’s social cognitive theory and elaborate on the importance of it, also explain its key features. Its role in understanding human Behaviour.



Directive word

Discuss – This is an all-encompassing directive – you have to debate on paper by going through the details of the issues concerned by examining each one of them. You have to give reasons for both for and against arguments.

Elucidate – means to explain and clarify the topic, make it clear with examples.

Structure of the answer

Introduction:

Briefly explain Social cognitive theory, highlight its importance in understanding human behaviour.

Body:

Body of the answer should discuss:

What is the theory about?

- *Connection between cognitive schemas, paradigms and social scripts.*
- *best intervention strategy based on social cognitive theory in the workplace to enhance human behaviour.*

Where all can the theory be applied.

What are the challenges in applying the theory.

Use examples to justify.

Conclusion –

Conclude with significance of the model and importance of human behaviour.

Introduction:

- Social Learning Theory, theorized by **Albert Bandura**, posits that people learn from one another, via observation, imitation, and modelling. It spans the gap between **behaviorism** and **cognitivism**.
- It incorporates the idea of behaviour reinforcement from the former, and cognitive processes such as attention, motivation and memory from the latter. It is an explanation of **how we learn when we are in social contexts**.

Body:

Key features of Bandura's Social Cognitive theory:

- People learn through observing others' behavior, attitudes, and outcomes of those behaviours.
- Most human behavior is learned observationally through modelling: from observing others, one forms an idea of how new behaviours are performed, and on later occasions this coded information serves as a guide for action.
- Social learning theory explains human behavior in terms of continuous reciprocal interaction between cognitive, behavioural, and environmental influences.
- From his research Bandura formulated **four principles of social learning**.
- **Attention:** We cannot learn if we are not focused on the task. If we see something as being novel or different in some way, we are more likely to make it the focus of their attention. Social contexts help to reinforce these perceptions.
- **Retention:** We learn by internalizing information in our memories. We recall that information later when we are required to respond to a situation that is similar the situation within which we first learned the information.
- **Reproduction:** We reproduce previously learned information (behavior, skills, knowledge) when required. However, practice through mental and physical rehearsal often improves our responses.
- **Motivation:** We need to be motivated to do anything. Often that motivation originates from our observation of someone else being rewarded or punished for something they have done or said. This usually motivates us later to do, or avoid doing, the same thing.
- Reciprocal determinism, that is, the world and a person's behavior cause each other, while behaviourism essentially states that one's environment causes one's behavior.



- Personality is an interaction between three components: the environment, behavior, and one's psychological processes (one's ability to entertain images in minds and language)

Bandura's study on Children's behaviour

- Children observe the people around them behaving in various ways. This is illustrated during the famous Bobo doll experiment.
- Individuals that are observed are called **models**.
- Children who watched an adult (the model) kick, and whack with a mallet an inflatable Bobo doll, were significantly more likely to do the same (13 acts of aggression) than children who watched the adult play quietly with tinker toys (one act of aggression).
- In society, children are surrounded by many influential models, such as parents within the family, characters on children's TV, friends within their peer group and teachers at school.
- These models provide examples of behavior to observe and imitate, e.g., masculine and feminine, pro and anti-social, etc.
- Children pay attention to some of these people (models) and encode their behavior. At a later time they may imitate (i.e., copy) the behavior they have observed.

Conclusion:

- The social learning approach takes thought processes into account and acknowledges the role that they play in deciding if a behavior is to be imitated or not.

Topic– Aptitude and foundational values for Civil Service , integrity, impartiality and non-partisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker-sections.

Q) The Joy of Giving is often said to lead to Generosity and generate “instant karma” elucidate with examples. (250 words)

Livemint

Why this question:

The article talks about Philanthrocapitalism. It quotes the recent example of Azim Premji and his actions of trusteeship and philanthropy. In this context one can analyse the relevance of Joy of giving, generosity that can generate instant Karma.

Key demand of the question:

The answer must analyze the importance of trusteeship that is primarily accentuated through the process of “Giving”, the practice of giving, or dana in Pali, has a preeminent place in the teachings of the Buddha too.

Directive word:

Elucidate – When you are asked to elucidate, you have to pass a sound judgement about the truth of the given statement in the question or the topic based on evidences. You have to appraise the worth of the statement in question using examples.

Structure of the answer:

Introduction:

Such answers can have a good start through a relevant quote or a definition justifying “Joy of giving”.

Body:

- *Discuss briefly the interlinkages of giving, generosity and instant karma. Relate the instance of Azim premji's foundation to the act of trusteeship.*
- *Explain the virtues, their necessity for the common good. Explain how wealth is not an end in itself. A person who righteously earns wealth and gives it to the needy to a person with two eyes is a true virtuous person, such joy cant be done away with and is eternal.*



Conclusion:

Signify the importance of the giving, instant karma – acts that you do have direct consequences on the state of your mind and heart, even as you do them .

Introduction:

- **“The best way to find yourself, is to lose yourself in the service of others.” —Mahatma Gandhi.** Service can be seen as an **act of generosity**, which entails **giving more than is required, customary, or expected relative to one’s resources and circumstances.**

Body:

- **Dana** refers to the act of giving and to the donation itself. The Buddha used the word **cage to refer to the inner virtue of generosity that ensures that dana is connected to the Path.**
- The joy of giving involves **relinquishment of stinginess, clinging, and greed.**
- In addition, generosity entails relinquishing some aspects of one’s self-interest, and thus is a giving of one’s self.
- The Buddha stressed that the spiritual efficacy of a gift is dependent not on the amount given but rather on the attitude with which it is given.
- A small donation that stretches a person of little means is considered of greater spiritual consequence than a large but personally insignificant donation from a wealthy person.

Example: Billionaire Azim Premji’s two philanthropic trusts earned ₹11,357 crore (\$1.65 billion) over the past nine years by way of dividends, share sales and buybacks, becoming one of the richest and largest charitable trusts in India. The earnings of the two trusts—Azim Premji Philanthropic Initiatives Pvt. Ltd or APPI (earlier called Azim Premji Foundation) and Azim Premji Trusts or APT—go into the Azim Premji Endowment Fund. The fund, which releases money for all philanthropic work done by the two trusts, is now valued at ₹1.45 trillion or \$21 billion, making it one of the largest private endowments in the world.

- One way that the giver sees his or her generosity return is found in **“instant karma,”** the Buddhist idea that acts that **you do have direct consequences on the state of your mind and heart, even as you do them.**
- The consequences of giving are **quite wonderful in the present moment; if we are present for them, we can receive these wonderful consequences during the act of giving.**
- A person who righteously earns wealth and gives it to the needy to a person with two eyes is a true virtuous person, such joy can’t be done away with and is eternal.
- At its most basic level, dana in the Buddhist tradition means **giving freely without expecting anything in return.**
- The act of giving is purely out of compassion or goodwill, or the desire for someone else’s well-being.
- Through generosity, we cultivate a generous spirit. Generosity of spirit will usually lead to generosity of action, but being a generous person is more important than any particular act of giving.

Conclusion:

- Although giving for the purposes of helping others is an important part of the motivation and joy of giving, the Buddha considered giving for the purpose of attaining salvation as the highest motivation.
- For this purpose, “one gives gifts to adorn and beautify the mind.” Among these adornments are **non-clinging, loving, kindness, and concern for the well-being of others.**

Q) It is often said that poverty leads to corruption. However there is no dearth of instances where affluent and powerful people indulge in corruption in a big way. What are the basic causes of corruption among people ? Support your answer with examples. (250 words)

Ethics by Lexicon publications.

Why this question:

The question is based on debate of direct linkage between poverty and corruption vs the rich and corruption. The question revolves around corruption; its causes and consequences.

Key demand of the question:

The answer must explain in detail the dimensions of corruption, causes and consequences. You must state your opinion and debate on the question with suitable examples.



Structure of the answer:

Introduction:

Start with importance of virtues such as honesty, integrity.

Body:

Discuss how the fact that poverty leads to corruption is often seen through a myopic lens as evidences suggest that there is no direct linkage between poverty and corruption. A poor person can lead his life with honesty and integrity. On the other hand, an affluent person can indulge in corruption because of greed. The scams made by politicians, the rich and affluent, example Nirav Modi and PNB scam, Vijay Mallya etc are some examples to aid your opinion. Justify how basic cause of corruption is not lack of resource, rather it is lack of virtues. Conclude with consequences of corruption.

Conclusion:

Re-assert the importance of virtues in leading a corrupt free life.

Introduction:

- India ranks 78 out of 180 countries in the “Corruption Perceptions Index 2018” prepared by global watchdog Transparency International. Not only has it held the economy back from reaching new heights, but rampant corruption has stunted the country’s development.

Body:

Corruption is a result of both politico-administrative issue as well as an issue of ignorance of the citizens. The basic causes of corruption are:

- Lack of Political will:** Many politicians owe their careers and status to corruption and few of them, if any, will take a stand against it, either for fear of upsetting their own careers or the political status quo generally.
- Use of black money in elections:** According to various studies, a Lok Sabha election candidate ends up spending at least 30 Cr. as against the legal limit of only Rs. 70 lakh. In the last 10 year the declared expenditure has increased by more than 400% for the LS elections while 69% of their income came from unknown sources.
- Criminalization of politics:** More than 30% of the legislators in the country have pending criminal cases against them. When law breakers become the law makers, rule of law is the first casualty.
- Monopoly of government controlled institutions on certain goods and services delivery.** Example: Railways, PDS
- Lack of transparent laws and processes:** Complex laws, delayed judicial processes add to the woes.
- Poor salaries to Bureaucrats:** low wages in the civil service encourage petty corruption, and the imbalance between the supply of, and demand for, public services likewise creates opportunities for corruption.
- Colonial bureaucracy:** The bureaucracy essentially remains colonial in nature characterized by 19th century laws e.g. Police Act 1861, complex rules, wide discretion, secrecy, moral responsibility devoid of legal accountability and the ivory tower attitude
- Failure of education system:** The value education has failed miserably in India to inculcate the value of empathy, compassion, integrity, equity etc. in the young generation. The lifestyle changes induced by the globalization have further degraded the moral fabric of the society. The low level of education found in underdeveloped countries maintains citizens in a state of ignorance of their rights, barring them from participating in political life.
- Social discrimination:** The poor and marginalized due to their lack of awareness and high dependence on the state become the easy target of exploitation by corrupt officials
- Changes in lifestyle:** Increasing shift towards individualization and materialism has led to increased penchant for a luxurious lifestyle. To earn more money people are willing to adopt even the unethical means with no consideration of others.

Way forward:

- Strengthening the institutional and legislative framework** including the Prevention of Corruption Act, an independent Central Vigilance Commission, the Comptroller and Auditor General, the Judges (Inquiry) Act, the Lok Pal and Lok Ayukta Act 2013, Whistle Blowers Protection Act 2011, Prevention of Money /Laundering Act, Benami Transactions (Prohibition) Act which cover a number of areas of criminalization and bribery.
- Accurate, publicly available information is essential.** Example: Implementation of Right to Information Act in its true letter and spirit.



- **E-governance initiatives:** e-gov apart from advancing the good governance objectives of accountability and transparency also seeks to reduce the manual interface between state and citizen thus preventing the incidences of bribery.
- **Citizen Charters and Public Service delivery and Grievance Redress Acts in states:** Many states like Karnataka (SAKALA initiative) and Rajasthan have enacted such acts to make bureaucracy legally accountable for delivering quality service within stipulated time periods. Bihar is the only state to have a Grievance Redress Act covering all departments.
- **Electoral reforms:** Banning the cash donation to political party and imposing limits on the overall expenditure of the political parties. Empowering ECI by giving legal force to MCC and making paid news a criminal offence
- **Bottom-up coalitions work, and work better than individual resistance.** Example: Anna Hazare movement – India against Corruption.
- **Social sanctions and economic incentives work better than legal action.** Example: Rewarding those who report corruption.

TOPIC : Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships.

Q) Does the death penalty stop crime ? Do you think India abolish capital punishment ? Critically analyze. (250 words)

The hindu

Why this question:

The article is in the backdrop of the recent belated acquittal of death row convicts by the supreme court that highlights the need to scrap the death penalty.

Key demand of the question:

The answer should discuss the following – the aspect whether the death penalty can stop crimes from being committed, what are the problems involved in capital punishment; a critical analysis of the subject in terms of its merits and demerits.

Directive word

Critically analyze – When asked to analyze, you have to examine methodically the structure or nature of the topic by separating it into component parts and present them as a whole in a summary. When ‘critically’ is suffixed or prefixed to a directive, one needs to look at the good and bad of the topic and give a fair judgement.

Structure of the answer

Introduction:

Discuss the context of the question, quote the recent examples, highlight the trends of the judgements passed by the apex court off late.

Body:

Discussion of the answer should capture the following points :

- *Problems with death penalty.support with facts and reports.*
- *Arguments supporting for Death Penalty and arguments against it.*
- *Analyse critically the aspects such as – Doesn't the death penalty prevent crime?, capital punishment for terrorists, humane and painless aspects of execution in a capital punishment, Human rights involved etc.*
- *Suggest a way forward.*

Conclusion –

Suggest how two-thirds of countries in the world have either abolished the death penalty outright, or no longer use it in practice. Although there have been a few steps backwards, these must be weighed up against the clear worldwide trend towards abolition.



Introduction:

- Capital punishment also called as death penalty is the execution of an offender sentenced to death after conviction by a court of law. The debate on whether to abolish the death penalty or not, has been raging in India and in several other countries for decades.
- Brutal rapes in India have not decreased despite enforcement of the Criminal Law (Amendment) Act, 2013 which is a piece of legislation which prescribes the death penalty and life imprisonment for sexual assaults. No study has shown that the death penalty deters murder more than life imprisonment.

Body:

Problems with death penalty:

- The death penalty is **error-ridden**. For Instance, Between January 1, 2000 and June 31, 2015, the Supreme Court imposed 60 death sentences. It subsequently admitted that it had erred in 15 of them (25%).
- The landmark SC judgment in 2009 in the **Santosh Bariyar case** in which Justice Sinha went to the extent of **admitting the undue influence of public opinion in awarding death**. Besides citing the examples of the Bhagalpur blinding case and the attacks on Kasab's right to trial in 26/11 case, the Bariyar verdict pointed to "the danger of capital sentencing becoming a spectacle in the media".
- The death penalty **unfairly targets the poor and marginalised**.
- The late President, A.P.J. Abdul Kalam, had once said a study by his office into the background of convicts seeking mercy showed "a social and economic bias".
- In 2016, **National Law University** released its **Death Penalty Research Project** consisting of interviews with death row convicts. It found a **disproportionate percentage of the convicts (80%)** were poor, backward castes or from the minorities.
- **Those without capital get the punishment**. Penurious prisoners on legal aid get it the most, while others with private lawyers remain untouched.
- Executions occurred in **2 cases for every 1 lakh murders**. Such a selection cannot but be freakish.
- Constitutional, legal and policy issues cannot be determined by the victim's understandable hunger for revenge without leading to a frenzy where the death penalty is demanded, as it often is, for wholly inappropriate cases (accidental deaths, cheating, etc.).

Death Penalty is needed because:

- The punishment is not arbitrary because, it comes out of a judicial process. To call it arbitrary, one has to necessarily prove the process as flawed.
- It is being implemented in the "rarest of the rare" cases and the fact is during the last 13 years, only four people have been executed.
- The hanging of Ajmal Kasab and Yakub Memon strongly affirms India's commitment to the protection of life.
- People criticise it on arbitrariness, irreversibility and human rights and these are not valid arguments.
- Its constitutionality is upheld, even in liberal democracies like U.S. It is not reflection of uncivilised society.
- India's neighbourhood is not peaceful, unlike Scandinavia.
- It is not in a group of countries, like European Union.
- India has got troubled borders. Several forces are trying to destabilise the very idea of our Nation from across the Border.
- The sacredness of life can only be seen to be protected, if those who take it away are proportionately punished.

The need to abolish Death Penalty:

- It unfairly targets poor and marginalised, that means, those without money & power.
- Executions occurred in around five cases for every 1 lakh murders and it looks quite arbitrary. It depends on judges personal beliefs.
- India's murder rate has declined continuously since 1991 and at present the lowest, except for 1963.
- Punishment should not imitate crime.
- As per the recent Death Penalty India Report by the National Law University, Delhi, the structural flaws in our criminal procedure and criminal justice system are most pronounced in death penalty cases.
- Most of the civilised world abolished it. Death penalty has not deterred terrorism, murder or even theft.
- From 2000-2015, Supreme Court imposed 60 death sentences and subsequently admitted that it had erred in 15 of them. So, it clearly admitted that it has arbitrarily imposed the most extreme punishment.
- The Police is not known for its probity or efficiency in our Country.
- Delays in the Criminal Justice System disproportionately affects those, who suffer the tyranny of the uncertainty of their life.



The Law Commission of India has attempted to analyse the need for the death penalty.

- In its 35th Report correctly called for its retention in order to see its impact on a new republic, the more recent 262nd Report could not recommend the punishment's absolute abolition.
- Cases of violent terror are constant reminders of the need to protect national stability by ensuring appropriate responses to such actions, and the death penalty forms part of the national response.
- It is in this idea that there exists a moral support for the death penalty. A punishment cannot be judged by its impact on criminals but by its impact on those who are still innocent etc.
- In 2015, the Law Commission called for abolition of the death penalty for ordinary crimes, and activists continue to argue for abolishing it altogether. Political will in India is still bound by populism.
- However, the provision of hanging to death may be re-considered as "the Constitution of India is an organic and compassionate document which recognises the sanctity of flexibility of law as situations change with the flux of time."
- The fundamental right to life and dignity enshrined under Article 21 of the Constitution also means the right to die with dignity.
- However, the constitutionality of the death penalty will continue to be challenged and, sooner or later, the Supreme Court will have to answer whether absence of political will is sufficient ground to override the right to life.

Conclusion:

- Two-thirds of countries in the world has abolished it. India certainly does not need it as it serves no purpose. The evidence is all to the contrary. For deterrence to work, the severity of the punishment has to coexist with the certainty and swiftness of the punishment.

Q) What do you know by ' Ethical Human Conduct' ? In what way is it imperative to be ethical along with being professionally competent ? (250 words)

Why this question:

The question covers the aspects of Ethical human conduct and its relationship with professional competence. Ethics in private and public relationships is part of paper IV, thus making the question important.

Key demand of the question:

The answer must discuss the what is meant by ethical human conduct, Characteristics of ethical human conduct, different dimensions of human conduct with respect to professional context of competencies.

Structure of the answer:

Introduction:

One can start with the definition of ethical human conduct and briefly bring out the characteristics.

Body:

Discuss the components of ethical human conduct; What is innateness of human beings? What is our humaneness in reality? Ways and means of achieving ethical conduct, how does it impact our professional life, competencies involved etc. then highlight how it can be achieved and the associated factors.

Conclusion:

Conclude with the importance of it and what things should be done at individual level, societal level to maintain a good ethical human conduct.

Introduction:

- The right understanding gained through self-exploration enables one to identify the definitiveness of human conduct which may also be called the **Ethical human conduct**. It is a basic human trait of being ethical in our behaviour towards others. It is the same for all human beings, and is in agreement with the universal human values.

**Body:**

- It means to be honest and sincere when dealing or interacting with others. It is based on the premise “treat others the way we would like to be treated”. Example: Treating a girl child equal to a boy child. Prohibition of Untouchability etc.

Characteristics of ethical human conduct:

It is a combined representation of – **Values, policies and character.**

- **Values** can be witnessed in relationships. The ability to recognize the relationships is due to imagination and being self organized in work. It helps us to live in harmony with family.
- **Character** is determined by the values one incorporates in his life. It is the outcome of the values he possesses, his perception, imagination and the experiences gained during his life time. Character helps us to live harmoniously in the society.
- **Policy:** The assets of an individual include the self ‘I’, the body and the physical resources. It is important that proper coordination exists between them. Policies are the rules which when followed help us to protect, enrich and utilize adequately the various assets possessed by us.

In administration, there is always possibility of clash between personal and professional values. The professional values needs an administrator to be objective and impartial. However, this is not possible always. An administrator with ethical human conduct requires to act with compassion and treat people with human dignity.

For instance, Consider the Niyamgiri mining issue in Orissa. The private company Vedanta wanted to mine the resources, however the hills were the abode of primitive tribes who depended on it for their livelihood. Immediate displacement would leave them homeless and jobless pushing them into despair. The issue of development of industry and employment generation and increase in state revenue by way of taxation but on the other hand is the question of ethics where a minority community with hardly any voice of their own whose livelihood and culture could get completely destroyed by the mining project.

The correct way here for an administrator would be to take into consideration the people’s plight. This way the ethical conduct is upheld by lending an ear to the people. Thus, it is imperative to be ethical along with being professionally competent.

Conclusion:

- ‘Ethical conduct’ implies that it is naturally acceptable and does not give rise to conflict within. Thus, the ‘ethical conduct’ is self-satisfying, people-friendly, eco-friendly and universal.

Q) Distinguish between Deontological ethics and Teleological ethics. Can Utilitarianism be considered as a flawless philosophy ? Explain with an example. (250 words)

Ethics by Lexicon publications.

Why this question:

The question is pertaining to the basic types of ethics, it is about comparing and contrasting the differences between Deontological ethics and Teleological ethics. And later the concept of Utilitarianism as a universal philosophy in Ethics.

Key demand of the question:

The answer must bring out briefly the classified types of ethics and then distinguish between Deontological ethics and Teleological ethics. One has to then clearly explain how Utilitarianism is a universal principle or philosophy that stands above all.

Directive word:

Explain – Clarify the topic by giving a detailed account as to how and why it occurred, or what is the particular context. You must be defining key terms where ever appropriate, and substantiate with relevant associated facts.

Structure of the answer:**Introduction:**

Start with importance of ethics in life.

**Body:**

Discuss briefly what you understand by Deontological ethics and Teleological ethics, how are they different in their approaches, what are the commonalities if any between the two, which one weighs over the other.

Then move on to discuss the significance of Utilitarianism as a concept in ethics that universally applies to every aspect in life. Discuss its philosophical aspects, provide for examples of each.

Conclusion:

Signify the importance of the all the different types of philosophies in ethics.

Introduction:

- Ethics or moral philosophy is a branch of philosophy that involves questions about morality and the perception of good and evil, of right and wrong, of justice, virtue, and vice.

Body:

- Deontology is also referred to as **duty-based ethics**. It is an approach to ethics that addresses **whether the motives behind certain actions are right or wrong instead of focusing on whether the results of the action are right or wrong**. It is **based on each individual's duty or obligation** towards each other, all living things, and the environment based on moral beliefs and values. It teaches about **always acting in good faith and adheres to the Golden Rule to treat others the way you want to be treated by them**.
- **The Ten Commandments** are examples of deontology. They are moral duties that we have been taught since we were children, and we are moulded by them in the way that we should treat others, to be fair and not using them to serve selfish intentions.
- **Teleology or consequentialism** is referred to as **results-oriented ethics**. It focuses on the purpose of each action and whether there is an intention or meaning for the action. It deals with the consequences of an action. It involves examining past experiences in order to figure out the results of present actions.
- An example of which is utilitarianism which is also referred to as **the greatest happiness principle. It measures how much overall pleasure can be derived from a certain action and how much pain is averted**.
- Utilitarianism as an ethical philosophy can simply be defined as a system in which 'the theory that the rightness or wrongness of an action is determined by its usefulness in bringing about the most happiness of all those affected by it.'
- Utilitarianism is allegedly **the foundations of our legal system**, so it is important to ask ourselves whether it is actually fair or whether some are denied the simple right to have their own interests respected.
- For instance, Utilitarianism cannot be applied to entities that do not have the capacity to feel pleasure and pain or at least to have recognisable goals that they are aware of fulfilling. This debateably does not include some animals, advanced AI, the planet as a whole, a deity or the victory conditions of an overall storyline, game or narrative. Many people will argue that they should be ascribed certain rights or their interests recognised.

Conclusion:

- While deontology is based on man's absolute duty towards mankind and how it is given priority over results, teleology is based on the results of an action and on whether an action produces greater happiness and less pain.

Q) What do you understand by bioethics ? Deliberate issues related to bioethics in India. (250 words)

Ethics by Lexicon publications.

Why this question:

The question is based on the concept of Bio-ethics and the associated issues in India.

Key demand of the question:

The answer must first elaborate what do you understand by Bio-ethics, issues associate with it in India ranging from Euthanasia to stem cell research. Such questions are best answered with aid of suitable examples.

**Directive:**

Deliberate – Clarify the topic by giving a detailed account as to how and why it occurred, or what is the particular context. You must be defining key terms where ever appropriate, and substantiate with relevant associated facts.

Structure of the answer:**Introduction:**

Start with importance of ethics in general, and bio ethics in specific.

Body:

Discuss how bio ethics is equally essential as any other variant.

- *Quote examples from India where bioethics comes in conflict – Euthanasia, Stem cell research, Relaxed norms for clinical trials, Abortion etc.*

Discuss each of it with suitable and recent case study and elaborate on importance of Bio- ethics.

Conclusion:

Conclude that each situation has a derived prospect of bio-ethics attached to it and we have to negotiate with many factors. Before we really come with a final solution. There are Scientific, Technological, Economic, Political, Social, Religious, Cultural factors. The Bioethicist in the modern age should be sensitive to all these factors that play important roles in shaping Ethical values and principles in modern societies.

Introduction:

- Bioethics is the study of typically controversial ethics brought about by advances in biology and medicine. Bioethicists are concerned with the ethical questions that arise in the relationships among life sciences, biotechnology, medicine, politics, law, and philosophy.

Body:

- The field of bioethics has addressed a broad swathe of human inquiry, ranging from debates over **the boundaries of life** (e.g. abortion, euthanasia), **surrogacy, the allocation of scarce health care resources** (e.g. organ donation, health care rationing) to the **right to refuse medical care for religious or cultural reasons**.
- Bioethicists often disagree among themselves over the precise limits of their discipline, debating whether the field should concern itself with the ethical evaluation of all questions involving biology and medicine, or only a subset of these questions.
- **New medicines, biomedical procedures, and ways of altering plants and animals** are bringing benefits to millions of people. However, these same innovations also have the potential to bring harms or to raise other kinds of ethical questions about their appropriate use.
- Some bioethicists would narrow ethical evaluation only to the morality of medical treatments or technological innovations, and the timing of medical treatment of humans.
- Others would broaden the scope of ethical evaluation to include the morality of all actions that might help or harm organisms capable of feeling fear.
- The scope of bioethics can expand with biotechnology, **including cloning, gene therapy, life extension, human genetic engineering, astroethics and life in space, and manipulation of basic biology through altered DNA, RNA and proteins**.
- These developments will affect future evolution, and may require new principles that address life at its core, such as biotic ethics that values life itself at its basic biological processes and structures, and seeks their propagation.

Conclusion:

- The Four principles of Bioethics – **Non-maleficance** (One should avoid causing harm), **Justice** (Benefits and risks should be fairly distributed), **Beneficence** (One should take positive steps to help others) and **Autonomy** (One should respect the right of individuals to make their own decisions) should be kept in mind.



Q) Law and ethics are well-thought-out to be the two tools for regulating human conduct so as to make it favourable to humanised social existence. Comment. (250 words)

Why this question:

The question is to examine the role of Law and Ethics in controlling the human conduct so as to make the society more and more civilized.

Key demand of the question:

The answer must explain first the essence and necessity of civilized social existence, harmony and peace in co-existence and thus the role law and ethics contribute in controlling the human conduct so as to reach such a humanized societal co-existence.

Directive:

Comment— here we have to express our knowledge and understanding of the issue and form an overall opinion thereupon.

Structure of the answer:

Introduction:

Briefly state what you understand by civilized society, parameters substantiating it etc.

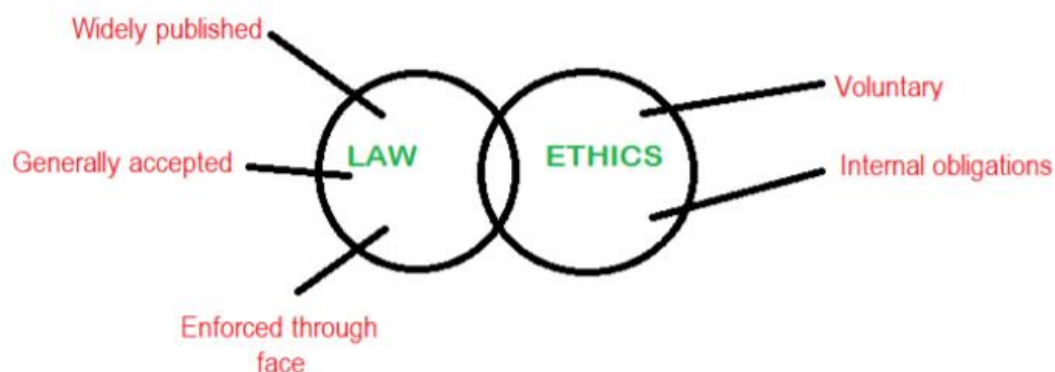
Body:

Discuss the following aspects:

- *How and why civilised society exists only through behaviour regulation (can quote ideas of Kautilya).*

Discuss how to achieve this objective of social co-existence through law and ethics.

- *Quote examples – say child labour; without law no one would do away with the evil practice and without ethics none would have followed the law.*



Introduction:

- Ethics, also described as moral philosophy, is a system of moral principles which is concerned with what is good for individuals and society. Law is a system of rules and guidelines which are enforced through social institutions to govern behavior.

Body:

- **Law** is a system of rules and guidelines which are enforced through social transformation institutions to govern behavior, wherever possible. It controls human nature. And further it also tries to protect public as well as private right of citizen. But the under lying principle for the purpose of law is public interest. It shapes politics, economics and society in numerous ways and serves as a social mediator of relations between people. Violations may bring a loss of or reduction in freedom and possessions.

Example: Driving over the speed limit is punishable under Motor Vehicles Act; Smoking Marijuana is illegal under NDPS Act.

- **Ethics** is internal image and self belief of person and it inspires person to do certain act it, also known as moral philosophy, is a branch of philosophy that addresses questions about morality — that is, concepts



such as good and evil, right and wrong, virtue and vice, justice and crime, etc. Violations of such can bring disturbance to individual conscience and social sanctions.

Example: Breaking a promise to a friend; using abortion as a birth control measure.

- **Ethics and laws** are closely related since laws represent minimum ethical behaviours of human beings. They influence each other to a great extent. If morality fails at any place in controlling the human action and right from there law comes in to role in controlling acts of citizen. Laws, to be effective, must represent the moral ideas of the people.
- But good laws sometimes serve to rouse the moral conscience of the people and create and maintain such conditions as may encourage the growth of morality. Laws regarding prohibition and spread of primary education are glaring examples of this nature. Morality cannot, as a matter of fact, be divorced from politics. The ultimate end of a state is the promotion of general welfare and moral development of a citizen. But the ultimate objective of both is **social upliftment of a citizen**.

Conclusion:

- Ethics enforce us to obey laws. Not because they are laws, but because laws bring out the obligations and the prohibitions of ethical rules.

TOPIC : Public/Civil service values and Ethics in Public administration: Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance; strengthening of ethical and moral values in governance; ethical issues in international relations and funding; corporate governance.

Q) What do you understand by ‘voice of conscience’ ? Narrate one incident in your life when you were faced with a crisis of conscience and could you prepare yourself to heed to the voice of conscience ? (250 words)

Key demand of the question:

You are expected to come up with one good example of an ethical issue faced by you that involved crisis of conscience and whether you could hear to the voice of conscience or not.

Structure of the answer:

Introduction:

Start by defining what is conscience.

Body:

Depending on the example you must first bring out the meaning of voice of conscience, explain what you understand by it. How do you prepare yourself to heed to the voice of conscience? And then relate it to ethical decision making and its importance.

Conclusion:

Conclude with importance of conscience in the society, at the individual level as rightly suggested in the quote –“ There is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts.” –M K Gandhi.

Introduction:

- Conscience is **inner moral sense of a person** which **guides him/her to regulate his behaviour**. It is a **cognitive process that elicits emotion and rational associations** based on an **individual’s moral philosophy or value system**.
- Often Conscience is related to religious text and supreme command to be followed by one’s inner self. Conscience comes to play when a person is in moral dilemma and need deep assessment of scenario and his behaviour.

Body:

Voice of conscience:

- It corresponds to an inner voice that judges your behaviour. Voice of conscience is the source of ethical decision making for many.



A person can prepare himself/herself to heed to the voice of conscience by

- Pausing and thinking about the dimensions of issue.
- Practicing the power of silence.
- Meditating and prayer.
- Free yourself from external influences and selfish interests.

Crisis of conscience:

- It is a situation in which it is very difficult to decide what is the right thing to do.
- The term is also used when someone is worrying because they think that they have done something unfair or morally wrong.
- It is a case of ethical dilemma, but often in a more strong sense.
- When there is a crisis of conscience, the individual fear that his action may be against the voice of conscience and hence ethically wrong.

You can narrate your personal incidents here when you were faced with a crisis of conscience.

Conclusion:

- To quote Gandhiji, "There is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts."
- Thus, the voice of conscience guides a person in treading the moral highway. Conscience is a concept in national and international law, is increasingly conceived of as applying to the world as a whole.

Q) What do you understand by conflict of interest ? As a future administrator how do you resolve such situations through conflict management ? Discuss. (250 words)

[Livemint](#)

Why this question:

The article provides for a detailed analysis of – what are conflicts and how should they ideally be managed.

Key demand of the question:

The answer must discuss the basic premise of what is conflict of interest, examples to explain it clearly, what ways can an administrator manage conflicts. Suggest methods.

Directive word:

Discuss – This is an all-encompassing directive – you have to debate on paper by going through the details of the issues concerned by examining each one of them. You have to give reasons for both for and against arguments.

Structure of the answer:

Introduction:

Begin with what you understand by Conflict of interest with examples.

Body:

Discuss the following :

- Definition of a conflict; situations that lead to conflicts, causes, consequences.
- Quote examples
- Methods of conflict management as an administrator.
- Discuss the specific challenges associated.

Conclusion:

Conclude with the importance of conflict management in public services. Explain how it leads to doing the right thing—pursuing the principle of fairness.



Introduction:

- A “conflict of interest” involves a **conflict between the public duty and private interests of a public official**, in which the public official has private-capacity interests which could improperly influence the performance of their official duties and responsibilities.

Body:

- In such a situation, judgement of an individual could be impaired. A conflict of interest can exist in many different situations. Conflict of interest is seen **as a moral issue and not strictly a legal one accompanied by criminal culpability** in India so it is hardly surprising that blatant violations are virtually seen every day.
Example: a public official whose personal interests conflict with his/her professional position. Instances of the largest shareholder appointing himself as CEO, deciding his salary and then appointing his son to a key post and higher royalties to the parent company are some of the serious conflict of interest issues in India which don't receive necessary attention.
- A judge giving judgement in a case involving his own family member is a case of conflict of interest.

Public servants face Conflict of Interest due to the nature of their work-

- **Personal vs Professional**
 - This is the most common type of conflict of interest arising due to the conflict between personal and professional life.
 - Say, if a public servant is in charge of giving out contracts for a certain project and one of the applicants is relative or friend.
- **Conflicting Responsibility**
 - Sometimes public servants are given additional charge, which might sometimes create a conflict of interest with the original line of duty.
- **Conflicting Organisations**
 - Sometimes public servants are part of two separate organisations with apparently conflicting objectives and this might put them in certain conflict of interest.
 - Many public servants also volunteer for NGOs during their service. NGOs and governmental organisations sometimes come at odds with each other.

Getting into a situation of conflict of interest is sometimes unavoidable and not a crime in itself if properly handled:

- **Transparency**
 - Declaring one's conflict of interest to the concerned authorities is the best way.
 - It helps civil servant to come clean and concerned authorities can decide further.
- **Assure integrity**
 - The concerned authority should be assured of integrity and willingness to serve no matter what the decision is made on the declaration.
- **Maintain objectivity**
 - If given the chance to continue working on that case, work with objectivity.
- **Reduce discretion and codify procedure**
 - There is a need for legislation to make non-disclosure of a conflict of interest punishable.
 - A private member's bill (The Prevention and Management of Conflict of Interest Bill, introduced in 2012), the legislation ought to cover all arms of governance, including the judiciary, the legislature and the executive.
 - The recommendation of the Parliamentary Standing Committee on the Department of Personnel and Training, calling for early retirement if interested in post-retirement private service is established, needs to be implemented, besides increasing the mandatory cooling period to five years so that no undue influence can be exerted by the retired bureaucrat.
 - Also, the reasons for declining their requests for joining such firms need to be laid out clearly, to limit political concerns.
 - An open, public data platform enlisting all post-retirement appointments of civil servants will increase transparency.

Conclusion:

- The priority must be to frame a modern law relating to conflict of interest, along the lines of what exists in the statute of the other countries like the United States and also ensure that their work ensures ethical governance.



Q) “After a time, civil servants tend to become no longer servants and no longer civil”. Evaluate . (250 words)

Why this question:

The question is in the light of the statement made by Winston Churchill, that highlights the importance of values and ethics in Civil servants .

Key demand of the question:

The answer must provide for a comprehensive analogy of the statement, highlighting the importance of values and ethics amongst civil servants.

Directive word:

Evaluate – When you are asked to evaluate, you have to pass a sound judgement about the truth of the given statement in the question or the topic based on evidences. You have to appraise the worth of the statement in question. There is scope for forming a personal opinion here.

Structure of the answer:

Introduction:

Explain briefly the meaning of the quote; what it implies by – “no longer civil” and “no longer servant”.

Body:

Discuss how the role of ethics and moral values is significant in bringing good governance through honest civil servants. Discuss the numerous ways to strengthen the moral values in governance through Principle of Selflessness, high integrity, objectivity, accountability etc. demonstrated by civil servants. Substantiate with relevant examples and case studies.

Conclusion:

Conclude with importance of values and ethics in civil servants for effective working of governance.

Introduction:

- The statement made by Winston Churchill, which highlights the importance of values and ethics in Civil servants . In the recent times, there is a **decline in the levels of integrity** among civil servants, significant erosion of **esprit de corps** within the higher civil services.
- Many civil servants suffer from intellectual sluggishness, which is manifested in the flattening of their learning curves. Most civil servants have the attitude that they are repositories of the wisdom and knowledge needed to deal with matters that lie within their spheres of authority

Body:

Importance of ethics and moral values is significant in bringing good governance through honest civil servants:

- The popular perception members of the civil services have a “ruler mindset”, show no signs of courteous and humane behaviour, are totally devoid of transparency in decision-making, and seem to be preoccupied with their own survival and vested interests.
- This mindset becomes apparent when they are called upon to take care of the needs of the weaker sections of society, especially while implementing policies that can lead to a clash with the interests of influential persons in society.
- As a result, the objectives of **justice, fair play, development** and welfare vis-à-vis the weaker sections tend to suffer by default.
- A **negative orientation, declining professionalism, intellectual sluggishness** and a **lack of ability to acquire new knowledge, undynamic outlook** and, at times, a **complete lack of intellectual honesty** are some of the other weaknesses
- Some members of the civil service have maintained a firm commitment to high standards of ethics and to the service of the nation.
- The lack of **integrity** has led many others have breached the codes of professional conduct and entered into unethical, symbiotic pacts of convenience and mutual accommodation with influential politicians and business interests.



- The lack of **inquisitiveness and humility** makes civil servants unreceptive to new ideas and impervious to innovations that are essential in a dynamic administrative environment.
- The tendency to favour colleagues belonging to one's own caste, regional or linguistic group implies that those not belonging to any such group will suffer inequitable treatment shows the lack of **impartiality and objectivity**.

Ways to strengthen the moral values in governance:

- **High Integrity:**
 - Civil servants should not place themselves under any financial or other obligation to outside individuals or organizations that might influence them in the performance of their official duties.
- **Objectivity:**
 - In conducting public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, Civil servants should make choices only on merit.
- **Accountability:**
 - Civil servants should be as open as possible on all the decisions and actions that they take.
 - They should record reasons for their decisions and restrict information only when the wider public interests clearly demand.
- **Honesty:**
 - Civil servants have a duty to declare any private interest relating to their public duties and to take steps to resolve conflicts arising in a way that protects the public interests.
 - At the time of recruitment it has to be checked whether the aspirants are aware of the direction in which the country is moving and the strengths and weaknesses of civil society.
- **Leadership:**
 - Civil servants should promote and support these principles by way of leadership and examples.
- **Principle of Selflessness:**
 - Civil servants should take decision solely in terms of public interest.
 - They should not do anything to gain financial or other material benefits for themselves, their family or their friends.
- **Sense of belongingness with the Public:**
 - In order to implement ethics in governance, the elected representative like should develop a sense of belongingness with voters of their constituencies; and listen and redress their grievances by visiting them periodically .
 - There should not be any communication gap between the two.
- **Responsible and Responsive Civil Servants:**
 - Each Ministry is headed by a senior level bureaucrat who is a link between the public and the government.
 - These high level officers should give proper feed-back on the problems faced by the public to the concerned Minister and suggest the feasible measure which can be taken to solve the problem within the ambit of law.
 - If possible they can also suggest to amend the law to address the problem properly.
- **Friendly relation with people:**
 - If there are cordial relations between the government and the people at different levels, then governance will transform into good governance.
 - People will feel that they are part of the administration, and they shall better understand the position of the government if any of their critical demand is not met with, due to any technical reason.
- **Insulation of the civil service:**
 - From the vagaries and arbitrariness of the political executive.
 - This can be done by vesting the authority to post and transfer civil servants in independent boards consisting of service professionals.

Conclusion:

- Civil servants have a special responsibility because they are entrusted with managing resources on behalf of the community, delivering services to the community and taking decisions that affect a citizen's life. There is a need for the **Public Service Bill** which can guide and regulate the behaviour of Civil servants as recommended by 2nd ARC too.



Q) Discuss seven essential principle tenets of public services that serve as an ethical guide for civil servants. (250 words)

Ethics by Lexicon publications

Why this question:

The question is in the context of Nolan Principles established by the Committee on Standards in Public Life by the UK government. The recommendations of this committee are of prime importance from the point of view of the GS paper IV.

Key demand of the question:

The question wants us to elaborate upon the seven principles of standards in public life as enunciated by the Nolan Committee report.

Directive word:

Discuss – This is an all-encompassing directive – you have to debate on paper by going through the details of the issues concerned by examining each one of them. You have to give reasons for both for and against arguments.

Structure of the answer:

Introduction:

Begin with Importance of ethics in public services, brief upon how service without ethics is no service at all.

Body:

Discuss in detail the Nolan principles of public life viz.

1. Selflessness
2. Integrity
3. Objectivity
4. Accountability
5. Openness
6. Honesty
7. Leadership

Discuss each of these principles in detail, possibly with short examples

Then highlight the need of such principles and direct how these are quintessential in the working of public services.

Conclusion:

Conclude that along with these key principles there are many others that complement the ethical functioning of public servants .

Introduction:

- Citizens expect public servants to serve the public interest with **fairness and to manage public resources properly**. Following cases of corruption and misuse of office all over the world, most advanced countries have prescribed a Code of Ethics for public servants.
- Nolan, in his famous **report of Committee of standards of Public life in Britain** gave seven principles of standards in public life and it is universally applicable to everyone in public life, public officials can and should be punished for transgressing them without needing detailed explanations about the principles.

**Body:**

Seven Principles of Public Life are:

- **Selflessness**
 - Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.
- **Integrity**
 - Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.
- **Objectivity**
 - In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- **Accountability**
 - Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness**
 - Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- **Honesty**
 - Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership**
 - Holders of public office should promote and support these principles by leadership and example.

Conclusion:

- These principles apply to all aspects of public life. The Committee has set them out here for the benefit of all who serve the public in any way. If you are selfless and honest, you will be making decisions which are in the interests of the organisation, putting aside any personal interest and acting objectively and independently.
- Organisations which are open have been shown to have more stakeholder involvement in the planning process, leading to enhanced public service.

Q) Explain what you understand by ethical due diligence. How is it an important value for a civil servant ? How would you indoctrinate it ? (250 words)

Ethics by Lexicon publications

Why this question:

The question is about the concept of ethical due diligence, its importance in civil or public services.

Key demand of the question:

The answer must explain in detail the concept of ethical due diligence, discuss its significance and in the later part of the answer one has to explain how as an individual(as a civil servant) you would inculcate it in your daily life.

Directive word:

Explain – Clarify the topic by giving a detailed account as to how and why it occurred, or what is the particular context. You must be defining key terms where ever appropriate, and substantiate with relevant associated facts.

Structure of the answer:

Introduction:

Start with importance of ethics in life.

**Body:**

Discuss the concept of due diligence – Diligence is steadfast application, assiduousness and industry—the virtue of hard work. It is one of the seven heavenly virtues. Diligent behaviour is indicative of a work ethic — a belief that work is good in itself.

Then highlight its importance in civil services – why is it essential to profess due diligence? To what extent is it required by civil servants etc.

- *You can bring in the concept of Diligence in Buddhism, brief upon it.*

Discuss how to inculcate it – a strong motivation towards work and by attempting to think of work not only as a means to achieve something bigger and better like prestige, social status, power but as a reward in itself. Hence, this inculcation can only be an intrinsic one by a change in attitude and mindset towards work. While attitude alignment can be done by rewards and punishments coming from an external source, the transcendence of external gratification can only come from within.

Conclusion:

Re-assert the importance of due diligence in services.

Introduction:

- Diligence is **carefulness and persistent effort or work**.
- Diligent behavior is **indicative of a work ethics**; a belief that work is good in itself.
- Due diligence is the necessary amount of diligence required in a professional activity to avoid being negligent. Due diligence is the care that a reasonable person exercises to avoid harm to other persons or their property.

Body:

- From a country previously seen as embroiled in political and financial scandals, India has moved on to develop and focus on corporate governance, compliance and modern age business practices.

Importance for Civil Servants:

- Due diligence means not only that someone does their job well, but also doing it with reasonable care. Thus, it is an obligation to do work reasonably well.
- It stems from the belief that work is an end in itself and not a means to an end.
- Work performed as duty with diligence will be better performed than work performed for some material or non-material gain.
- Due diligence helps a civil servant to walk the extra mile to ensure the regulatory compliances are met in the work he does.
- Civil servants are usually involved with high stake projects involving public money and trust. Thus, it is imperative to ensure the task is done according to the rule of law.
- It provides “red flags” that a particular third-party may be a source of risk.
- It also helps to satisfy an **effective anti-corruption compliance** program from the perspective of enforcement agencies.
- The practice of Due Diligence is tailored to assist decision makers in analysing past transactions, reviewing and monitoring current scenarios and assessing potential future risks.
- Establishment and preservation of reputation is a primary concern for every organization.

Measures to inculcate Due Diligence:

- It can only be inculcated by a strong motivation towards work.
- By attempting to think of work not only as a means to achieve something bigger and better like prestige, social status, power but as a reward in itself.
- This inculcation can be by a change in attitude and mindset towards work.
- While attitude alignment can be done by rewards and punishments coming from an external source, the transcendence of external gratification can only come from within.
- The Draft Public Services bill spoke of the imperativeness of Due Diligence for a civil servant.
- Assiduous background screening can help determine political connections, conflicts of interest and hidden beneficiaries.
- A comprehensive stakeholder survey can help understand the reputation of the organization’s officers and shareholders, their other ownerships interests, source of funds and social lifestyle.
- Laws like Prevention of Corruption Act can help build due diligence.

**Conclusion:**

- A due diligence plays an integral role in supporting strategic risk management of public services in international and domestic markets. The due diligence process window is imperative to identify and evaluate key risks to mitigate subsequent financial and reputational loss.

Q) “With bad laws and good civil servants, it’s still possible to govern, But with bad civil servants, even the best possible laws can’t help”. Do you approve of the view in the statement ? Elucidate. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the quote given by the famous Otto von Bismarck a German statesman, The quote is about the concept of good civil servants and their significance in creating services that are good and righteous irrespective of goodness of the law.

Key demand of the question:

The answer must explain in detail the context of the quote and its meaning applied to civil services/public services. You must state whether you second the thoughts in the quote and if you do elucidate the same with suitable examples.

Directive word:

Elucidate – Pick out the main points on the subject in question and give your opinion, reinforcing your point of view using logic and reference to relevant evidence, including any wider prospects if any.

Structure of the answer:**Introduction:**

Start with importance of ethics in public services, importance of good civil servants.

Body:**Discuss :**

What makes a civil servant good or bad?

How does a good civil servant serve the society in presence of both good and bad laws.

Debate the significance of good laws and bad laws vis-a-vis civil services.

Do not forget to quote relevant examples to justify your answer as such questions are best explained through the aid of examples.

Conclusion:

Re-assert the importance of good civil servants in public services.

Introduction:

The above quote was given by **Otto Von Bismarck**, who was the **architect of modern Germany** with the help of many ethical Civil Servants he groomed. Ethics are essential if we are to have a **clean, efficient and trustworthy civil service**. Civil servants must develop a culture that will pave the way for the emergence of not only a dedicated, efficient and ethical civil service, but also one that emphasises management integrity.

Body:

- Laws can be subjective but implementation of laws depends on objectivity, efficiency and ethical competence of bureaucrats.

Bad laws but good civil servants:

- Outcomes for society are better when the decisions of public office holders are made fairly and on merit and not influenced by personal and private interests.
- High standards benefit the economy through their effect on international confidence
- Impartiality and objectivity increases predictability, which improves economic efficiency.



- Low levels of corruption and confidence in the integrity of the trading and operating environment are crucial factors in the functioning of advanced democracies
- Mohammed Bin Tughlaq capital transfer, coin and other experiments could be possible due to a strong bureaucracy and the empire remained strong despite that. Even the worst kinds of laws were implemented and governance was possible in Nazi Germany due to strong and efficient bureaucracy.

Bad civil servants:

- Corruption has been with us since the beginning of human organisation. Yet, we cannot be unconcerned and complacent, because it attacks not only the economic and social fabric of society, but also the moral foundations of order.
- If officers involved in corrupt practices are responsible for law enforcement, it leads to failure of governance.
- Governments which are not perceived to uphold high standards have less legitimacy and basic public institutions such as tax and benefit systems rely on public trust to function effectively.
- Some of the most novel laws have failed due to incompetence of bureaucracy.
- We can attribute the failure of land reforms in India.
- Taking example of Napoleon's continental system, one of the reasons for its grand failure was the corruption among the French officials.

Conclusion:

- But in order to achieve ethical governance, good civil servants should be complemented with good laws. As Holocaust implemented by Nazi bureaucrats was legally right but ethically wrong.

Q) Explain the utility of Cooper's Ethical Decision Model in Ethical Decision Making in Public services. (250 words)

Ethics by Lexicon publications.

Why this question:

The question is based on Cooper's Ethical Decision Model and its utility in public services for ethical decision making. One is expected to bring out the importance of model ethical conduct at workplace.

Key demand of the question:

The answer must first elaborate what is ethical decision making. Then explain in detail the Cooper's model, its utility in public services.

Directive:

Explain – Clarify the topic by giving a detailed account as to how and why it occurred, or what is the particular context. You must be defining key terms wherever appropriate, and substantiate with relevant associated facts.

Structure of the answer:

Introduction:

Start with importance of decision making at workplace.

Body:

Discuss how business ethics address the rights and responsibilities of public administrators, thus ethics in decision making becomes centric to the role played by public/ civil servants. Courses of Action and Consequences of any decision made by an administrator has a larger public taking its affect.

In such a scenario the model by Cooper aids in making decisions ethically.

Discuss in brief the tenets of the model, how to apply etc.

Conclusion:

Conclude that according to Cooper, the ideal solution to any ethical problem will be on the balance of four elements.



Introduction:

- We are often faced with decisions to make about situations that have arisen in our daily work lives. **Ethical dilemmas** are circumstances in which we are face with a decision and have more than one possible course of action; however, there may not be a perfect solution. **Terry Cooper** designed a model to help work through an **ethical dilemma**. His **Ethical Decision-Making Model** takes us through several steps to determine the best course of action with which to solve an ethical dilemma

Body:

As promoted by Cooper (2001) ethics in public administration is not a transient concept but has proven to be an approach which has shown a great deal of sustainability which is fundamental to the area of public administration. Cooper presents an approach that follows a **definite procedure in making ethical decisions**.

- The Descriptive Task:** The first step in this approach is **ascertaining and giving a description to the facts of a situation including the main participants, their perceptions, the issues and the threats pose by the situation**.
- Defining the Ethical Issue:** The second step which is the **most difficult one** involves defining the issue. This step is described as the most difficult because the **administrators face a problem in identifying the values and principles at risk**.
- Identifying Alternative Courses of Action:** The third step in Coopers approach is looking for **an alternative once the ethical issues have been ascertained and described**. Cooper advises that caution is important in this step because ethical issues have many alternatives.
- Projecting the Possible Consequences:** The fourth step in coopers approach involves doing a projection of the possible impacts of the alternatives. Although this step is part of an informal decision making process, Cooper advises that it should be conducted consciously and systematically.

Finding a Fit: The appropriate solution or alternative is a **balance of four elements**

- Moral Rules:** Those basic standards that can be attributed to the alternatives and their consequences.
- Rehearsal of Defences:** The assessment and alignment of alternatives with the accepted norms of the wider professional organization and political communities of which we are a part.
- Ethical Principles:** In assessing the moral rules, it may become clear that certain moral values are competitive. Therefore, it becomes difficult to say that an alternative which support social justice is more correct than the security of an individual or the organization. Here, an administrator assesses alternatives and their moral values under the light of the level of ethical analysis – deciding how the hierarchy of moral rules is structured and ultimately influencing the final decision.
- Anticipatory Self-Appraisal:** Simply put, this analysis of alternatives requires an internal reflection of whether an administrator feels that an alternative fits within what he or she perceives to be their own personality. This is an examination of whether an alternative will meet our need to feel satisfied with the decision.

Conclusion:

- By following Cooper's model of ethical decision-making, a public administrator is able to create a more concrete process by which to assess individual steps that were taken in reaching a decision. This ensures that at each point, an effort was made by the administrator to uphold ethical principles and that fairness and equality were the standard.
- An administrator's decision must be able to withstand scrutiny to ensure that there is a continued trust and respect for accountability among employees and the public in the administrator's ability to conduct his/her duties.

Q) Discuss the impact of Social influence on public service. (250 words)

Why this question:

The question is to examine the role of Social influence on public service.

Key demand of the question:

The answer must explain what is social influence, its reach, effect on public services.

**Directive:**

Discuss – This is an all-encompassing directive – you have to debate on paper by going through t give reasons for the details of the issues concerned by examining each one of them. You have to both for and against arguments.

Structure of the answer:**Introduction:**

Briefly state what you understand by social influence.

Body:

Discuss the following aspects:

How does social influence affect behaviour? – Social influence occurs when a person's emotions, opinions or behaviours are affected by others intentionally or unintentionally. Social influence takes many forms and can be seen in conformity, socialization, peer pressure, obedience, leadership, persuasion, sales, and marketing.

- *Quote examples to justify – Our beliefs, attitudes, and behaviours are influenced by many things, and often produce automated behaviour. Principles of social influence, or the ways in which we are influenced, include the reciprocity principle, commitment and consistency, social proof, liking, authority, and scarcity.*

Then relate it to public services.

Conclusion:

Conclude with whether social influence is good or bad for public services, form a balanced opinion.

Introduction:

- Social influence occurs when a person's emotions, opinions, or behaviours are affected by others. Social influence takes many forms and can be seen in **conformity, socialization, peer pressure, obedience, leadership, persuasion, sales, and marketing.**

Body:

- Growing concerns about the use of coercive and other manipulative psychological techniques underline the need to improve understanding of the ethics of social influence.

Persuasion:

- Persuasion is symbolic process in which communicators try to convince other people through transmission of a message to change their attitudes or behaviours.
- Persuasion can occur through appeals to reason or appeals to emotion. For example, school-based substance abuse prevention programs using the social influences model consistently produce better results than programs emphasizing only health information.
- They are used to appeal to a person's attitude, behavior and cognition. **Advertisements** are the robust examples of persuasion.
- The Social Media is playing a major role today in persuading people for both good and bad deeds.
- The government has also utilized this tool for the success of the initiatives like Swachh Bharat Abhiyaan-cleanliness drives; Ujjwala Yojana's Give it up campaign; Disclosing excess income campaign; Beti Bachao Beti Padhao by making parents understand it is necessary to protect and educate a girl child.

Compliance

- Compliance is when an individual changes his or her behavior in response to an explicit or implicit request made by another person.
- Compliance is often referred to as an active form of social influence in that it is usually intentionally initiated by a person.
- It is also conceptualized as an external form of social influence in that its focus is a change in overt behavior.
- Although compliance may sometimes occur as a result of changes in people's internal beliefs and/or feelings, such internal changes are not the primary goal of compliance, nor are they necessarily required for the request to be successful.
- Example: following the traffic rules, paying taxes on time.

**Conformity:**

- Conformity refers to when people adjust their behaviours, attitudes, feelings, and/or beliefs to fit to a group norm.
- Conformity is generally regarded as a passive form of influence in that members of the group do not actively attempt to influence others.
- People merely observe the actions of group members and adjust their behaviours and/or views accordingly. The focus of conformity can be either external (overt behaviours) or internal (beliefs and feelings) in nature.
- Main factor that influences conformity is social norms. Social norms are the expected behaviour within a specific culture or society.
- Example: Treating all genders equally; Coming from a poor background, helps sensitive about the concerns of poor more than just studying their problems; If other officers are corrupt, then it may tempt a honest officer also to be corrupt.

Obedience:

- Obedience is a change in behavior as a result of a direct command from an authority figure.
- Obedience is an active form of influence in that it is usually directly initiated by an authority figure and is typically external in that overt behaviours are generally the focus of commands.
- Example: Respecting elders; an employee will follow the orders of his supervisors in order to please them.

Conclusion:

- Thus, there are many things that influence behaviour in people, whether that be their own beliefs and opinions or other people being around them at the time

TOPIC: Probity in Governance: Concept of public service; Philosophical basis of governance and probity; Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen's Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption.

Q) Code of conduct is a forcible, quick-fix strategy. It reduces ethics to legality by directing on both the “lowest common values” and “consequences of deviations”. Discuss. (250 words)

Why this question:

The question is about code of conduct and its method of operation.

Key demand of the question:

The answer should elaborate on the importance of code of conduct, its method of functioning and its necessity in governance.

Directive word

Discuss – This is an all-encompassing directive – you have to debate on paper by going through the details of the issues concerned by examining each one of them. You have to give reasons for both for and against arguments.

Structure of the answer**Introduction:**

Briefly discuss what you understand by code of conduct.

Body:

Body of the answer should discuss:

- *why code of conduct is a forced, coercive fixed strategy, and how it makes ethics more of a legality than mere morals or values.*
- *the lacunae related to Code of Conduct.*

One must weigh the pros and cons of having code of conduct that help and aid the governance processes.



Provide some suggestions to improve the effectiveness of Code of Conduct.

Substantiate your points with examples to justify better.

Conclusion –

Conclude with how the code of conduct though comes with inherent flaws of forcibility , its significance makes it inevitable in the process of governance.

Introduction:

- Code of conduct represents the **set of enforceable rules that should be followed by a person in an organisation**. A Code of Conduct applies the Code of Ethics to a host of relevant situations. A particular rule in the Code of Ethics might state that all employees will obey the law, a Code of Conduct might list several specific laws relevant to different areas of organizational operations, or industry, that employees need to obey.
- Codes, along with other measures, have helped some companies dig themselves out of scandals, and have helped many companies build a healthier work climate and reputation.

Body:

Code of conduct is necessary because:

- The Code of Conduct outlines specific behaviours that are required or prohibited as a condition of ongoing employment. Example: It might forbid sexual harassment, racial intimidation or viewing inappropriate or unauthorized content on company computers.
- It is used in an attempt to regulate behavior in very different ways.
- Code of conduct is a set of guidelines that influence employee's actions.
- Code of Conduct originated from the code of ethics, and it converts the rules into specific guidelines, that must be followed by the members of the organisation.
- Code of Conduct is addressed to employees only.
- Code of Conduct is focused on compliance and rules. Example: It would have avoided and punished instances like recent Nirav Modi scam where ethics of the bank employees was under question.
- The organization's desire is to obtain a narrow range of acceptable behaviors from employees
- Conduct regulations assert that some specific actions are appropriate, others inappropriate.
- Code of conduct consists of provisions general to all employees so some acts which are not mentioned might be considered ethical despite their unethical nature. It becomes a legal impediment in governance due to its rigidity which can affect the public servant leading to policy paralysis.

Lacunae in the code of conduct, in many cases they:

- Do not address the range of a company's business activities, especially its principal ones.
- Are not clearly linked with the company's principal business objectives and culture.
- Are not effectively linked to concepts of business integrity.
- Set the wrong tone, perhaps one that is too legalistic or too vague.
- Contain the wrong degree of detail regarding expectations.
- Do not address the realities of conducting business.
- Do not provide employees with effective ways to address business challenges.

Conclusion:

- Preventing corruption and improving the public service management are the main goals of the promotion of ethical standards for the civil servants.
- Therefore there is need to imbibe ethical nature in children from school level itself. Along with that there is a need for top down compliance in the organisations for effective enforcement of code of conduct.

Q) Living up to the public trust is much more than just an act of compliance. Comment. (250 words)

Why this question:

The question is in the context of concept of public services, in what way public trust is an essential component of it.

Key demand of the question:

The answer must discuss in detail the aspects of public trust, its essence and how mere act of compliance cannot win public trust.

**Directive word:**

Comment– here we have to express our knowledge and understanding of the issue and form an overall opinion thereupon.

Structure of the answer:**Introduction:**

Briefly narrate the essence of public service delivery.

Body:

Explain the following –

First Why is political trust important? – Trust in institutions is important for the success of many government policies, programmes and regulations that depend on cooperation and compliance of citizens.

What is the relationship between ethics and compliance in public services?

What is the difference between ethics and compliance?

Conclude how winning the trust of people is prime to delivering services and is not just an act of compliance.

Conclusion:

Conclude with importance of trust with people in public services.

Introduction:

- Governance and the quality of public services can impact a country's economic growth. The objective of public services is to deliver social protection to the poor and vulnerable and to alleviate poverty.
- Public services reduce inequitable distribution of resources and correct historical inequities, such as caste based discrimination and gender inequities.

Body:**Importance of Public Trust:**

- A decline in trust can lead to lower rates of compliance with rules and regulations.
- Citizens and businesses can also become more risk-averse, delaying investment, innovation and employment decisions that are essential to regain competitiveness and jumpstart growth.
- Nurturing trust represents an investment in economic recovery and social well-being for the future.
- Trust is both an input to public sector reforms – necessary for the implementation of reforms – and, at the same time, an outcome of reforms, as they influence people's and organisations' attitudes and decisions relevant for economic and social well-being.
- As a result, trust in government by citizens and businesses are essential for the effective and efficient policy making both in good times and bad.
- Investing in trust should be considered as a new and central approach to restoring economic growth and reinforcing social cohesion, as well as a sign that governments are learning the lessons of the crisis

Ethics and Compliance:

- Ethics is the internal intangible that drives us. It's the value system, or lack thereof, that guides us when we make decisions in our day to day actions. Compliance is much clearer cut. Compliance is about following the rules, the policies, the regulations that are articulated in laws and internally drafted documents.
- There are consequences for violating those policies and regulations that can result in discipline up to and including termination. Often, there's no analysis related to intent. If you violate the rules, there will be consequences. Ethics is more about your personal values

Public Trust is imperative than compliance:

- Trust in government has been identified as one of the most important foundations upon which the legitimacy and sustainability of political systems are built.
- Trust is essential for social cohesion and well-being as it affects governments' ability to govern and enables them to act without having to resort to coercion. Consequently, it is an efficient means of lowering transaction costs in any social, economic and political relationship.
- A high level of trust in government might increase the efficiency and effectiveness of government operations.
- Trust in government may help governments to implement structural reforms with long term benefits.



- Trust in government institutions at the same time influences individual behaviour in ways that could support desired policy outcomes.
- Trust in government could improve compliance with rules and regulations and reduce the cost of enforcement.
- Trust in government institutions could help to increase confidence in the economy by facilitating economic decisions, such as on investment and consumption that foster economic growth.
- Trust in government seems to be especially critical in crisis situations, such as natural disasters, economic crisis or political unrest which focuses attention on the core functions of public governance

Conclusion:

- Thus, Core levels of trust in government are necessary for the fair and effective functioning of government institutions— such as adherence to the rule of law, or the delivery of basic public services and the provision of infrastructure.

Q) Describe codes of conduct and quality of service delivery are most important at present scenario in governance. (250 words)

Ethics by Lexicon

Reference

Why this question:

The question is in the context of codes of conduct and quality of service delivery and their significance in governance.

Key demand of the question:

The answer must discuss in detail the aspects of codes of conduct and quality of service, their essence and how they are centric to the core of Governance.

Structure of the answer:

Introduction:

Briefly discuss what you understand by code of ethics and quality of service delivery.

Body:

Explain the following –

What is code of conduct ? – it is an internal guideline and an external statement of corporate values and commitments.

Quality of service – comparison of expectations with performance. A customer's expectation of a particular service is determined by factors such as personal needs and past experiences. The expected service and the perceived service sometimes may not be equal, thus leaving a gap.

Discuss their importance in Governance in detail.

Conclusion:

Conclude with importance of these values in public services and Governance in general.

Introduction:

- **Code of conduct** represents the **set of enforceable rules that should be followed by a person in an organisation**. A Code of Conduct applies the Code of Ethics to a host of relevant situations. A particular rule in the Code of Ethics might state that all employees will obey the law, a Code of Conduct might list several specific laws relevant to different areas of organizational operations, or industry, that employees need to obey.
- **Service quality** is a comparison of expectations with performance. A customer's expectation of a particular service is determined by factors such as personal needs and past experiences. The expected service and the perceived service sometimes may not be equal, thus leaving a gap.

Body:

Code of conduct is necessary because:

- The Code of Conduct outlines specific behaviours that are required or prohibited as a condition of ongoing employment. Example: It might forbid sexual harassment, racial intimidation or viewing inappropriate or unauthorized content on company computers.
- It is used in an attempt to regulate behavior in very different ways.



- Code of conduct is a set of guidelines that influence employee's actions.
- Code of Conduct originated from the code of ethics, and it converts the rules into specific guidelines, that must be followed by the members of the organisation.
- Code of Conduct is focused on compliance and rules. Example: It would have avoided and punished instances like recent Nirav Modi scam where ethics of the bank employees was under question.
- The organization's desire is to obtain a narrow range of acceptable behaviors from employees
- Conduct regulations assert that some specific actions are appropriate, others inappropriate.

Quality service delivery is imperative due to:

- Governance and the quality of public services can impact a country's economic growth.
- The objective of public services is to deliver social protection to the poor and vulnerable and to alleviate poverty.
- Public services reduce inequitable distribution of resources and correct historical inequities, such as caste based discrimination and gender inequities
- The Sevottam model developed with the objective of improving the quality of public service delivery in the country.
- Direct Cash transfer to facilitate disbursements of Government entitlements.
- The Digital India programme to ensure that Government services are available to citizens electronically.

Conclusion:

- Code of conduct helps in channelizing the efforts of the employees to give the best quality of service delivery. Both are vital for good governance of a country.

Q) Explain the essentials of information sharing and citizen charter in public service. (250 words)

Ethics by Lexicon

Why this question:

The question is in the context of essentials of information sharing and citizen charter in public service.

Key demand of the question:

The answer must discuss in detail the aspects of information sharing in public services and significance of citizen charter in public service.

Structure of the answer:

Introduction:

In a few introductory lines define what is information sharing and citizen's charter.

Body:

Explain the following –

What is meant by citizen charter? – document which represents a systematic effort to focus on the commitment of the Organization towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money.

What are the objectives of citizen charter?

- *Information sharing and its role in good governance – An information-driven society leads to transparency and accountability.*
- *Give examples and justify their role in public services.*

Conclusion:

Conclude with importance of these in public services and good Governance in general.

Introduction:

- The **Right to Information Act, 2005** empowers citizens to get information from any 'public authority'. The basic objective of the RTI Act is to empower the citizens, promote transparency and accountability in the working of the Government and make our democracy work for the people in real sense.



- A Citizens' Charter represents the commitment of the Organisation towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability. The concept of Citizens Charter enshrines the trust between the service provider and its users.

Body:

- The basic objective of the Citizens Charter is to empower the citizen in relation to public service delivery.

Information sharing and its role in good governance:

- **Fighting corruption:** By reducing the secrecy in which decisions are taken and disclosure of the information and thereby transparency increases. This helps in fighting the corruption and its various evil faces.
- **Making governments more efficient:** The responsibility of the governments increases as they have to be **accountable** to people about their decisions. This brings in the true essence of democracy which enables citizens to more fully participate in public life. The **public trust and the credibility of the government** will increase.
- **Encouraging investment:** It eases the business environment. The investors gain more confidence and are willing to invest and expand better.
- **Empowerment of citizens:** Helps persons exercise their fundamental human rights and fight in case it is impinged.
- **Strengthening operations:** To strengthen institutions, modernize the public administration and address civil unrest.
- **Reduce Information Asymmetry:** To ensure that every citizen is able to access the credible and right information which helps in his overall development.

Way forward:

- **Repealing of the Official Secret Act** as iterated by 2nd
- Introducing an **oath of transparency for bureaucrats and politicians**.
- To use of **multi-media campaigns in local languages** for awareness of benefits of information sharing.
- The benefits of setting up regional offices far outweigh the initial capital costs involved in setting them up. So there is a need to set up regional offices to reduce the geographical reach issues.
- The role of the Centre/State Government is to facilitate the Public Authorities in implementation of the Act. This can happen through providing support to Public Authorities for training, development of software applications, e-Training modules, generating awareness amongst citizens etc.
- **Effective use of Media – print, electronic** to reduce the information asymmetry. Increasing the data protection standards to safeguard the privacy of individuals.
- **Social audit** as a tool for information sharing and transparency in rural employment programmes should be promoted.
- **E-Governance** as a tool at all levels of governance should be adopted to curb corruption, increase transparency and accountability.

Conclusion:

- The words of **Sir Francis Bacon** — “**Knowledge is power**” — aptly bring out the essence of importance of Information. Information sharing is the key to the Government's goal of delivering better, more efficient public services that are coordinated around the needs of the individual. It is essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection.

Topic– Case study

Q) You are stuck in traffic driving a car. A poor girl looking very frail approaches you and start begging for money. Looking at her frail appearance, out of compassion, you take out your wallet to search for a ten Rupees note. The girl then snatches your wallet and starts running. A man on a motorbike who see this act, catches the girl and starts beating her in full view of public. Now the traffic is moving and your car is in the middle of the road. What will you do in such a situation ? And why ? (250 words)

Why this question:

The case study examines multiple dimensions of a situation that involves dilemma, virtue of compassion towards the weaker section, punishing the wrong doer the right way .



Key demand of the question:

The question is upon situational ethics that is expected to be professed by you in such situations of conflict such as you being in the middle of the road, frail girl asking you for money, stealing your wallet, another person beating her up etc. The answer must explain the ethical angle involved at each instance and examine it closely and arrive at an amicable solution.

Structure of the answer:

Introduction:

Do not waste too many words here, as case studies require more explanation, keep the introductory lines short and crisp avoid re-iterating the question statement.

Body:

Discuss what actions would you take :

Firstly pullover the car to the side of the road, so as to have no disturbance to the traffic.

Reach the spot where the man is beating girl and immediately stop him and ask him not to beat or take law in his hand. Thank him for helping him at the same time remind him that the girl is very young and could have acted out of hunger too, remind him gently that it is a public space and such act physical violence could land him in legal trouble. This should lower his anger.

Report the incident to the nearest police station , handover her custody.

Explore if she can be put up with an NGO or a remand home where she can be mended of her ill mindset.

Conclusion:

Conclude that each situation has a derived prospect of its own, one has to keep their ethics and virtues high and adhere to them.

Introduction:

- The above case study shows the prevalence of poverty and begging in our society despite clocking 6% economic growth over a past few years.

Body:

- In such situations there is a need of presence of mind and how a person responds rather than reacting.

In the above situation, I would take the following steps:

- Firstly pullover the car to the side of the road, so as to have no disturbance to the traffic. It is a civic duty of a citizen to follow the traffic rules.
- Reach the spot where the man is beating girl and immediately stop him and ask him not to beat or take law in his hand. It is also against human dignity to physically abuse another person.
- Thank him for helping him at the same time remind him that the girl is very young and could have acted out of hunger too, remind him gently that it is a public space and such act physical violence could land him in legal trouble. This should lower his anger.
- As a responsible citizen, I would report the incident to the nearest police station, hand her over to custody.
- Explore if she can be put up with an NGO or a remand home where she can be mended of her ill mindset.

Conclusion:

- The situational ethics depict how strong our values are how these values dictate our attitudes towards people. Emotional intelligence helps us in understanding the emotional state of others and respond accordingly.