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SIMPLIFYING IAS EXAM PREPARATION

- IAS SELF STUDY GUIDE -

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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.



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Q) You are an engineer in a plant outside a small community. You work during normal hours, but are on call afterwards; the plant operates continuously. There are some large vessels in the plant that contain hazardous vapors. Although your company has an excellent safety record, several groups in the community have expressed concerns over the danger it poses, and have published letters to the editor in the local paper every month or so. _____ 49

In the middle of a winter night, your plant manager calls reporting that several feet of snow which have accumulated since yesterday have caused a section of the roof in the plant to collapse. Little more is known yet, but as an engineer you are expected to help. You are the first person the manager has called, and they need to know what step to take next. _____ 49

1. Considering public opinion, how much must you know before notifying the public ?__ 49
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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. Probity in Governance: Concept of public service; Philosophical basis of governance and probity;

Q) Discuss the contribution of Socrates towards ethics and moral philosophy. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about Socrates- his thoughts related to morality and ethics.

Structure of the answer

Introduction– write a few introductory lines about Socrates. E.g Socrates is considered as the father of modern Western philosophy. The great example of the trial and death of Socrates demonstrates the close connection between his character and his philosophy etc.

Body-

Discuss in points about the thoughts and works of Socrates. E.g

Self-knowledge is a sufficient condition to the good life. Socrates identifies knowledge with virtue. If knowledge can be learned, so can virtue. Thus, Socrates states virtue can be taught.

He believes “the unexamined life is not worth living.” One must seek knowledge and wisdom before private interests. In this manner, knowledge is sought as a means to ethical action.

Socrates presupposes reason is essential for the good life: Socrates argues for the view that all of the virtues—justice, wisdom, courage, piety, and so forth—are one. He provides a number of arguments for this thesis.

Socrates states no one chooses evil; no one chooses to act in ignorance. We seek the good, but fail to achieve it by ignorance or lack of knowledge as to how to obtain what is good.

It is Better to Suffer an Injustice Than to Commit One”: This argument must be understood in terms of the Socratic emphasis on the care of the soul. Committing an injustice corrupts one’s soul, and therefore committing injustice is the worst thing a person can do to himself.

Conclusion- based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Socrates is considered as the **father of modern Western philosophy**. Socrates lived in an era which is called **Golden Age of Athens**. He was the first systematic moral thinker, who led an exemplary life spending most of his time in philosophical discussion. He questioned people on philosophical issues, especially about the nature of the good life which became famous as the **“Socratic method of Inquiry”**.

Body:

He himself did not write anything. But he taught the youth to never accept any truth without enquiry. His contributions to the ethics and moral philosophy are

Inquiry:

- **Socrates’ ethical intellectualism has an eudaemological character.**



- Socrates was put on trial and found guilty of “corrupting the youth” of Athens by asking them to question authority.
- He believed deeply that people should **inquire and ask questions**, even about things that everyone takes for granted.
- Socrates presupposes **reason is essential for the good life**.

Dialogue:

- For investigation into defining the virtues and ethical behaviour, Socrates believed that the best way was “dialogue” that is – meaningful conversations with people on ideas like justice, righteousness and virtue.
- This method of long conversations is called “**dialectic**”.
- It was the dialogue which influenced the students and youth of Athens and formed the **basis of modern philosophy, science, ethics, social theory and other fields**.

Human Realm:

- Before Socrates, philosophy was primarily focussed on questions of metaphysics, religion or science.
- Socrates was the first person who gave a practical and political focus to the philosophy and ethics.
- He asserted that **Human realm** was the proper focus of philosophical inquiry.

Virtue:

- Socrates equated **knowledge with virtue**, which ultimately leads to ethical conduct.
- Socratic Method focuses on **moral education, on how one ought to live**.
- His views believe that **only life worth living was one that was rigorously examined**.
- To him, **knowledge of the good was almost akin to an enlightened state**.
- Self-knowledge is a sufficient condition to the good life. If knowledge can be learned, so can virtue. Thus, **Socrates stated virtue can be taught**.
- Socrates states no one chooses evil; no one chooses to act in ignorance. But lack of knowledge leads to ignorance.
- “**Better to Suffer an Injustice than to Commit One**”: Committing an injustice corrupts one’s soul, and therefore committing injustice is the worst thing a person can do to himself. This quality was evident in **Mahatma Gandhi**. He never supported violence even after several jail terms during colonial period.

Conclusion:

Socrates, thus was a **pragmatic thinker** who accepted things only after a thorough investigation. Socratic Method can be used to inculcate value ethics among children and young via education. The great example of the trial and death of Socrates demonstrates the close **connection between his character and his philosophy**.

Q) Discuss the relevance of life and teachings of Gandhi and Martin Luther King in today’s era ? (250 words)

Reference

Why this question

The article discusses the life and teachings of Gandhi and Martin Luther King and discusses what lessons can be drawn from their life and teachings. The question would provide filler material for GS4 as well as help us in tackling personality or quite based question in paper 4.

Key demand of the question

The question expects us to bring out the lessons that could be drawn from the life and teachings of Gandhi and Luther King and thereafter explain why are these teachings relevant in the current age.

Directive word

Discuss – Your discussion should bring out the life and teachings of their life and discuss their relevance in the current age

Structure of the answer

Introduction – give an introduction about martin Luther King and Gandhi.



Body – discuss the learnings that we need to draw from the lives of these two iconic gentlemen and how their teachings are relevant in the present day and age.

Conclusion – Give your view on their relevance in modern times.

Introduction:

Gandhi and Martin Luther King **fought for the rights of people, walking the path of peace in their homelands**. Gandhi spearheaded the freedom movement in India after fighting for the rights of native South Africans. Luther King is best known for his role in the advancement of civil rights using nonviolent civil disobedience. They both negotiated the darkness of conflicts using the human values of **conscience, non-violence, Truth, Equality of all** by taking on oppression and discrimination, prejudice and injustice.

Body:

The relevance of the life and teachings of the great stalwarts is very high in today's era

- **Truth:**
 - In today's post truth era, where social media rules the ICT, there are increased incidents of fake news, doctored videos, radicalization through fake propagandas etc.
 - Truth should be verified about such information and then accepted. It is a responsibility of every citizen to be responsible to curb spreading of lies and hatred.
- **Equality:**
 - Many traditions and customs which hurt the equality, dignity, fraternity of the human being are present in India like caste discrimination, honour killings, banning women from entering sacred places, manual scavenging etc.
 - Non cooperation and resistance to such indiscriminate ideas is necessary and it is already visible.
 - The use of non-violent means to achieve morally endowed ends like demand for justice against irresponsible, unacceptable government e.g. Arab spring, Anna Hazare's movement etc.
- **Culture of peace:**
 - Today, the world is suffering from immense crisis from many sides. Crimes, conflict, hatred and distrust between one community and another, insecure environment among minorities, hunger, unemployment, poverty and literacy, refugee crisis, ethnic violence, terrorism, etc., all these altogether make a grave danger to peace.
 - Resistance through non-violence and appeal to the conscience of perpetrators can bring change.
 - Compassion is necessary for victims, minorities, fellow humans and other earth creatures.
- **Educational values:**
 - Gandhiji's education philosophy also emphasised on environment, conservation, kindness for animal, focus on villages hence which brings out concept of all round development of individual and society which is required in today's world.
- **Self-determination and Courage:**
 - In the fast-paced world today, many farmers, students are bogged down by desperation of failures, fall in to depression and even commit suicides.
 - There is a need of self-determination, courage and resilience to face the failures and bounce back.
- **Simplicity and Sustainability:**
 - Climate change effects are being seen across the world with many ramifications.
 - The ideals of simple living, minimalistic and non-materialistic lifestyle and respect for the nature are imperative today.

Conclusion:

The teachings of Gandhi and King will remain a **moral compass for the generations to come**. The need of the hour is to inculcate such values in individuals through **value based education, moral parenting and socialisation**.



Q) Media plays an important role in inculcating and shaping our values. Discuss. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question

The question wants us to write in detail about the role of media as an agent of inculcating and shaping our values and value system.

Structure of the answer

Introduction– write a few introductory lines about the growth and importance of media in our life and society.

Body-

Mention that over the last two decades the media industry has changed at a breakneck pace due to these adjustments and wholesale development of the industry. New media have joined the arena while others have been forced to grow. These changes have been brought by advancements in technology and media usage.

Discuss in points, what role does media play vis a vis value inculcation and development. E.g

ERADICATING STEREOTYPE: Media is more likely to affect our beliefs about reality when an individual do not have first-hand experiences to rely upon. Thus, in the case of ethnic stereotypes at least, one would more easily accept media primes about such groups if individual did not have first-hand experience to complicate them.

CONCEPTUALIZING ABOUT THE WORLD: Media influences us in one way by shaping our subjective understanding of reality, i.e. our beliefs about the world— what it is and how it works, etc. Even though the creators of media messages may not intend to change attitudes or beliefs, over time the media consumer tends to believe that the real world resembles the world presented in media. 3.

ATTITUDE : As already mentioned above, previous media research showed that the intent to actively change social attitudes did not work in early media campaigns. Instead, ironically, people being persuaded by media messages that weren't even designed to change attitudes or behavior.

“IDENTIFICATION” AS A FACTOR OF SOCIALIZATION :Any individual specially the present time generation acquires values and lifestyle through imitation of “socialized actors”. Acquisition of values is not given entity but it is a result of action.

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Media refers to the communication channels through which we disseminate news, music, movies, education, promotional messages and other data. It includes physical and online newspapers and magazines, television, radio, billboards, telephone, the Internet, fax and billboards.

Media from the value development point of view build desirable form of thinking and ability to deal with issues related to values. The role of the mass media in influencing the values is becoming increasingly very high.

Body:

Media's positive role in shaping our values:

- **Eradicating stereotype:** Media is more likely to affect our beliefs about reality when an individual don't have first-hand experiences to rely upon.
 - **Example:** The injustice meted out to transgenders is due to the stereotype is now reducing due to plight being spread by the media. The recent Supreme Court



verdict **decriminalizing section 377 of IPC** is also educated and sensitizing people to be **compassionate and empathetic** by media.

- **Conceptualizing about the world:** Media influences us in one way by shaping our subjective understanding of reality, i.e. our beliefs about the world— what it is and how it works.
 - **Example:** Movies made about various social issues like child labour, untouchability, human trafficking show the true plight of the sufferers. Media has helped tackle many such issues through awareness, education of the people.
- **Attitude:** media research showed that the intent to actively change social attitudes did not work in early media campaigns. Instead, ironically, people being persuaded by media messages that weren't even designed to change attitudes or behavior.
 - **Example:** Swatch Bharat Abhiyan, is majorly a **behavioural and attitudinal change** towards sanitation and hygiene. The media and celebrities with their SBM challenges have influenced people to keep their surroundings clean by imbibing civic sense.
- **“Identification” as a factor of Socialization:** Any individual specially the present time generation acquires values and lifestyle through imitation of “socialized actors”. Acquisition of values is not given entity but it is a result of action.
 - **Example:** media has played a major role in making Delhi gang rape victim DAMINI the focal point of attention, with high level discussion over ways to be adopted to stop these terrible crimes.
- **Transparency & Accountability:** The incorporation of media in various walks of life has increased the answerability of many responsible figures. This has in turn increased the credibility of the faithful.
 - **Example:** e-Governance, RTI act has brought in the values of accountability and transparency among the government and its functionaries.

Media's negative role in shaping our values:

- Sensationalization of news by media houses, lack of free and fair media due to patronage by politicians, business conglomerates lead to **lack of objectivity, impartiality** in media.
- Social media is today used to radicalise people based on religious values and recruit for heinous activities against humanity and society. It inculcates the negative values **like hatred, violence, communal disharmony and intolerance**.
- Paid news, Fake news and communal propaganda undermine the democratic values of our society of **fraternity, tolerance and mutual love and trust** towards other fellowmen.
- **Obscene and violent content** like child pornography, rape, murders, revenge porn has affected the psyche of many including children.

Conclusion:

The media has played an important role in positive developments like the fight against racism, gender bias, unemployment, poverty, and spreading awareness about the need for world peace.

Q) There is a process of learning in the Gandhian act of self-suffering. Discuss. (250 words)

The hindu

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question

The question wants us to write in detail about the Gandhi and his acts of self- suffering and bring out how that was used by him as a tool for self learning.

Structure of the answer

Introduction– write a few introductory lines about the Gandhi and his self-suffering. E.g mention his fasts and giving up of luxuries and even clothes etc.



Body-

Discuss in points as to how those acts of self- suffering evoked self-learning. E.g

- *In the Gandhian philosophy of resistance, we can find the intertwining of non-violence and exemplary suffering.*
- *Perhaps, self-sacrifice is the closest we come to ethical dying, in the sense that it is a principled leave-taking from life; an abandonment of one's petty preoccupations in order to see things more clearly.*
- *As such, there is a process of learning in the Gandhian act of self-suffering. For Socrates, to philosophise was to learn how to die.*
- *In the same way, for Gandhi, the practice of non-violence began with an act of self-sacrifice and the courage of dying for truth.*
- *for Gandhi, there was a close link between the use of non-violence and the art of dying, in the same manner that cowardice was sharply related to the practice of violence etc.*

Conclusion- *based on your discussion, form a fair and a balanced conclusion on the given issue.*

Introduction:

Gandhiji tread the path of **truth and non-violence** in Indian freedom struggle. He used the tools of **Satyagraha, non-cooperation and civil disobedience** to appeal to the minds of the Britishers. He believed in the **philosophy of self-suffering** rather than harming others to reach the goal.

Body:

The acts of self- suffering evoke self-learning by:

- In the Gandhian philosophy of resistance, we can find the intertwining of non-violence and exemplary suffering.
- Self- sacrifice is an abandonment of one's petty preoccupations in order to see things more clearly. Self-suffering helps in increasing a person's **objectivity and rationality**.
- The practice of non-violence began with an act of self-sacrifice and the courage of dying for truth.
- Self-suffering leads one to question himself and others on the moral grounds leading to **rationality and moral behaviour**.
- Self-suffering helps an individual in affirmation of the courage and audacity of a non-violent warrior in the face of life-threatening danger. It helps an individual to be **fearless for a moral cause**.
- Self-suffering helps an individual to understand the pain the others are going through. It develops **compassion and empathy** in an individual.
- The patience to endure the suffering leads to development of **tolerance** in an individual.
- Self-suffering is also a way of repentance for all the wrong and immoral deeds committed knowingly or unknowingly. It helps in correction of one's life path and reform himself.
- Self-suffering increases the **conviction** in an individual to attain a goal. For Gandhiji, satyagraha implied the willingness to accept not only suffering but also death for the sake of a principle

Conclusion:

In totality, self-suffering helps in developing better moral values of an individual. It acts as a teacher of many moral values provided it is channelled in the right path.



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) Many civil servants have left a huge impact in the areas they have worked in. What do you think are the qualities which enable such civil servants to excel ? Give an example of a civil servant who inspires you and how he imbibes the qualities described above ? (250 words)

Key demand of the question

The question expects us to first talk about the qualities that help a civil servant to excel in the discharge of his duties. In the next part of your answer, discuss about a civil servant whose work, conduct etc has impressed you and enumerate the qualities that such civil servant possesses.

Structure of the answer

Introduction – Highlight that the office of a civil servant is an office of trust and thus requires the civil servant to display a range of qualities to be worthy of that trust.

Body – In the first part of your answer, discuss about the various qualities that a civil servant should possess which would enable him to excel in his job. Talk about qualities such as integrity, uprightness, objectivity, impartiality etc and how they help a civil servant. Next, we need to give an example of a civil servant we consider our role model and the qualities that make him/her so.

Conclusion – Emphasize on the difficult nature of the job of a civil servant and the need of qualities discussed above for success of civil servant.

Introduction:

- A civil servant is an important link between the government and the common people. Hence certain qualities have strong significance for a civil servant.

Body:

Integrity:

- A state of wholeness when thoughts and values matches and a high standard of behaviour.
- The value system is consistent irrespective of the situation.
- It represents a state of uncorruptiveness, Uprightness, Honesty, Straightforwardness.

Transparency:

- All decisions are taken in a fair manner following all the rules.
- Administration should not only be fair but must also appear to be fair.
- Rules and regulations should be simple and easily understood by all.

Accountability

- Decisions are not made in a random fashion but must have some reason behind them.
- A civil servant must be able to justify all the decisions he takes.
- This will put adequate limits and controls on discretionary powers.
- Ethical conduct and prevents corruption.

Impartiality, Objectivity and Just

- Decisions should be made on the merit.
- People get their fair due.
- No discrimination of any sort should happen.
- Apolitical and non- prejudiced behaviour.

Courage of Conviction

- There are decisions which have to be taken to ensure effectiveness and efficiency for the public welfare, but with dilemma of different orders or interests. In that particular situation, the courage should be shown by the civil servant to face the uncertainty of future.
- Civil Servants therefore should not be deterred by the fear of failure. Since so many are counting on you, so can't afford fear to influence you.

Spirit of Service

- A civil servant works not for monetary benefits, promotion or easy postings but for the chance to work for the public welfare is a prize in itself.
- It will help him keep motivated and focused towards his ultimate goal.



- Without this value, a civil servant will be a machine working in the system. He should have feeling towards the downtrodden and poor citizens.
- Spirit of service will awake a power in him to transform the lives of million people living in poverty.

Examples of your own can be added for the last part of the question.

Conclusion:

- All these qualities are fundamental to a civil servant. They will ensure that a civil servants delivers good-governance to the people.

Q) What is empathy and why is it important in public services. How can we increase empathy among civil servants. Discuss. (250 words)

Reference
Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about the meaning and importance of empathy as a value and also discuss in detail as to how empathy can be increased among civil servants.

Structure of the answer

Introduction– define empathy. E.g Empathy is the ability to share and understand the emotions of others.

Body-

Discuss the three ways of looking at empathy. E.g

- *Affective empathy- the ability to share the emotions of others.*
- *Cognitive empathy- the ability to understand the emotions of others.*
- *Emotional regulation- the ability to regulate one's emotions*

Discuss the importance of empathy. E.g

- *It helps us understand how others are feeling so we can respond appropriately to the situation.*
- *It is typically associated with social behaviour*
- *Empathy is an interpersonal skill that can be viewed as part of emotional intelligence*
- *Empathy can however also inhibit social actions, or even lead to immoral behaviour.*

Discuss how empathy can be inculcated/ increased among civil servants. E.g

- *Some people are genetically inclined to be highly empathic or not.*
- *it is possible to increase cognitive, emotional and behavioural empathy through formal training*
- *instruction about the benefits of showing empathy, how to identify emotions in others, how to feel those emotions and how to comment appropriately on them.*

*providing models of a person showing empathy in response to something another has said or done.
practice at showing empathy etc.*

Conclusion- based on your discussion, form a fair and a balanced conclusion on the given issue.



Introduction:

- Empathy is about being able to accurately hear out and understand the thoughts, feelings and concerns of others, even when these are not made explicit.

Body:

The different ways of looking at empathy are

- **Affective empathy:** The ability to share the emotions of others. E.g : People who feel scared or feel others' pain strongly within themselves when seeing others scared or in pain.
- **Cognitive empathy:** The ability to understand the emotions of others. E.g.: A psychologist who understands the emotions of the client in a rational way, but does not necessarily share the emotions of the client in a visceral sense.
- **Emotional Regulation:** The ability to regulate one's emotions. E.g: surgeons need to control their emotions when operating on a patient.

Public Servants are the glue between the State and the people. Empathy is important for public services due to the following reasons:

- **Understands Unspoken content –**
- Demonstrates active listening skills (such as asking probing questions, not interrupting)
- Picks up signals when others are not feeling comfortable and displays consideration.
- **Has concern for Others –**
 - Open to diversity of opinion.
 - Probes to understand people's issues, unspoken thoughts, and feelings
- **Expresses concern for Others –**
 - Demonstrates empathy by correctly understanding reactions or emotions of others.
 - Builds trust by demonstrating respect for other's point of view.
- **Acts as a Role model –**
 - Makes a balanced assessment of a person's strengths and weaknesses based on a deeper understanding of the individual
- **Creates and provides an environment of Respect–**
 - Creates a culture of mutual trust and respect.

The various ways in which empathy can be inculcated/ increased among civil servants are

Within administrative structure:

- It is possible to increase cognitive, emotional and behavioural empathy through formal trainings, workshops etc.
- To inculcate empathy, T-group or sensitivity training can be utilized.
- Participatory decision making by respecting, listening to peers, juniors and keeping aside the Weberian hierarchical structure.

Interactions with public:

- More participation in the local self-governments to understand the grass roots reality.
- Making use of tools like Social audit to understand impact of the policies.
- Working with the civil society organizations to understand the people better.

Empathy thus acts as a ground rule for public services.

Q) "Empathy without sympathy is dangerous; sympathy without empathy is blind."
Comment. **(250 words)**

Reference

Directive word

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

Key demand of the question.

The question wants us to express our knowledge and understanding about empathy and sympathy and form an opinion as to whether empathy without sympathy is dangerous and whether sympathy without empathy blind. We have to support our opinion with substantial and valid arguments and facts.



Structure of the answer

Introduction– write a few introductory lines about the meaning of empathy e.g ability to comprehend the emotional state of the other person etc.

Body-

Discuss the meaning and scope of empathy and sympathy in detail. E.g Empathy means “feeling into” — the ability to project one’s personality into another person and more fully understand that person. Empathy allows you to imagine what it’s like to be me, him, or her; Sympathy means “feeling with” – the ability to project another person’s experience into our heart and feel benevolence for her etc.

Discuss why empathy without sympathy can be dangerous. E.g Empathy is cognitive. It is the capacity to infer how another person senses, feels and thinks. It doesn’t mean anything more than ‘I am aware what it feels like to be in your shoes and see the world from where you are.’ It is a purely operational concept without moral value. You can be a very empathetic psychopath. In fact, the most dangerous psychopaths are highly empathetic etc.

Discuss why sympathy without empathy is blind. E.g Sympathy allows you to feel compassion and concern for others; You can’t relate effectively until you see the world the way others do. But to relate effectively with another human being you also need sympathy. You cannot appreciate others in a mature way until you respect them, accept the legitimacy of their perspectives and take them on sympathetically.

- Give real life examples to illustrate your point and score better marks.

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Sympathy and empathy are separate terms with some very important distinctions. They are both acts of feeling for other person.

Sympathy is acknowledging another person’s emotional hardships and providing comfort and assurance.

Empathy is about being able to accurately hear out and understand the thoughts, feelings and concerns of others, even when these are not made explicit.

Body:

Sympathy means **feeling into** – the ability to project another person’s experience into our heart and feel benevolence for her. When we sympathise, we feel for the person, we are sorry for them or pity them but we don’t specifically understand what they’re feeling.

Empathy can best be described as **feeling with** the person. It may be impossible to be fully empathetic because each individual’s reactions, thoughts and feelings to tragedy are going to be unique. Yet the idea of empathy implies a much more active process. Instead of feeling sorry for, we are sorry with and have clothed ourselves in the mantle of someone else’s emotional reactions.

Empathy and sympathy are not mutually exclusive, nor are they always felt in tandem. **For example**, people who lose a loved one can receive sympathy from many, but only those who have experienced a similar loss are able to empathize truly.

Empathy without sympathy can be dangerous

- Empathy is cognitive, it is the capacity to infer how another person senses, feels and thinks.
- It doesn’t mean anything more than ‘I am aware what it feels like to be in your shoes and see the world from where you are.’
- It is a purely operational concept without moral value.
- Dangerous as there is lack of compassion towards the subject in action. **eg.:** Most psychopaths are empathetic but lacks sympathy. They enjoy sufferings of subject by being empathetic.
- In Governance, such an attitude by civil servants can lead to a superiority complex and treat the citizens as mere objects. **eg.:** In Dictatorships, the top brass can empathise in few situations and mostly don’t sympathise with people leading to hardships of people.



Sympathy without empathy is blind

- Sympathy allows you to feel compassion and concern for others.
- You can't relate effectively until you see the world the way others do.
- The lack of cognitive component of empathy leads to inaction. The sufferers keep on suffering without any change in their condition. **eg.** The incident in Koppal, Karnataka where a cyclist was run over by a bus. The crowd was sympathetic but no one helped the victim leading to his death.
- In Governance, such an attitude by public servants can lead increased inequalities, more people falling into poverty. **eg.:** 1) The lack of effective action by the authorities to recognize the transgender as third gender. 2) Manual Scavengers though recognized are not rehabilitated by authorities.

Conclusion:

The capacity to sympathize and empathize are considered vital for a sense of humanity — i.e., the ability to understand one's fellow humans and their problems.

Q) Do you think we can help other people in managing their emotions. Comment, along with an example. (250 words)

Reference

Directive word

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

Key demand of the question.

The question wants us to express our knowledge and understanding about emotional intelligence and whether people can be taught from outside, by other persons, to manage their emotions. We have to form our opinion based on a proper discussion and presentation of valid arguments and facts.

Structure of the answer

Introduction— write a few introductory lines about the Emotions. E.g Although you can't observe the internal states of others, you can observe external signs. Emotions have a physical component (flushing cheeks) and a behavioral component (tightening fists).

Body

- Write a few lines indicating your opinion as to whether other people can be helped to manage their emotions. E.g You can make valid inferences about the other's feelings based upon these observable emotional clues (physical and behavioral), an understanding of the other's situation; your attribution of values and objectives to the other, and your projection onto the other of the emotional dynamics you would experience in a similar situation (empathy); You can't read another's mind. On the other hand, disregarding emotional signs is a great disadvantage. The skillful way to work with attributions (inferences about another person's emotional and mental state) is to base them upon the best evidence available, state them tentatively (acknowledging that they are just your interpretation) and ask the other to verify them.
- Discuss the ways and process of teaching other people to manage their emotions. E.g Acceptance—diffusion—Inquiry and listening—coaching questions etc

Conclusion— based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

- An emotion is a feeling such as happiness, love, fear, anger, or hatred, which can be caused by the situation that you are in or the people you are with. Emotions are expressed in a variety of ways, physical component (flushing cheeks, raised eyebrows) and a behavioural component (hugging, tightening fists).
- Emotional Intelligence includes the ability to engage in sophisticated information processing about one's own and others' emotions and the ability to use this information as a guide to



thinking and behaviour. That is, individuals high in emotional intelligence pay attention to, use, understand, and manage emotions, and these skills serve adaptive functions that potentially benefit themselves and others.

Body:

The ways and process of teaching other people to manage their emotions are

Recognition:

- By observing emotional clues (physical and behavioural) of a person, valid inferences about the other's feelings can be made.
- An understanding of the other's situation is needed.
- By empathising how you would feel in a similar situation.
- By enquiring the other person about his actual feelings.
- **eg.:** When you notice a friend is sitting with crossed arms, completely quiet, and a little lost, you could say, "Tim, I see that you're quiet, your arms are crossed, and you're seated far from the table. I'm wondering how you're feeling about our conversation." Notice how different that is than attacking Tim with "Why are you upset? What's wrong with you?"

Acceptance:

- To work with others' emotions it is necessary to accept them without judgment. (being tolerant)
- It's not only useless to chastise somebody for what he or she feels, it's also counterproductive.
- Challenging others' emotions makes them feel judged, misunderstood, and disrespected.
- **eg.:** A manager who notices that employees are scared about an upcoming organizational change might feel inclined to reassure them, "There's nothing to be concerned about."

Defusion:

- Accepting the other's emotion without judgment helps him recover his equanimity.
- Simply not reacting exerts a dampening effect on intense emotions.
- Without a reaction, an attack can't last long. Like a fire that runs out of fuel, the emotional heat will consume itself.
- Best way is to empathise with the other person.
- **eg.:** Without a reaction, an attack can't last long. Like a fire that runs out of fuel, the emotional heat will consume itself.

Inquiry and Listening:

- Inquiry aims to help others understand their emotions and act skilfully.
- The key is to help them present their needs and interests in a way that helps us see how to genuinely satisfy those needs and interests while also taking care of our own.
- Inquiry and listening are about influencing others, not manipulating them.
- The difference is respect for their autonomy, focusing on valid information and free choice.
- **eg.:** The way a mother listens to her child when she is in pain or a Psychiatrist listens to his patient patiently.

Coaching Questions:

- Asking questions about other's emotions
- **eg.:** What are you sad about? Why are you angry? Etc.

Conclusion:

Thus, an emotionally intelligent person can help those around them become more emotionally intelligent after attaining emotional mastery over oneself.

Q) The Indian Constitution contains all such values, the values that are the universal, human and democratic of the modern age. Discuss. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.



Key demand of the question.

The question wants us to write in detail about the various constitutional values enshrined in the constitution of India and try to analyze them as universal, humanistic and democratic.

Structure of the answer

Introduction– write a few introductory lines about the meaning and role of values of a person/organisation.

Body-

Discuss the key constitutional values of Indian democratic republic. E.g

Discuss the values enshrined in the preamble to the constitution- sovereignty, socialism, secularism, unity and integrity, liberty, equality, fraternity, dignity of an individual etc.

Discuss some other important constitutional values- promotion of international peace and justice etc

Discuss their importance vis a vis public services. E.g discuss how fraternity is an important value or discuss about equality and secularism etc. Mention how constitutional values form the bedrock of other values of a nation and how they are prim

Conclusion- based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

The Indian Constitution has certain core constitutional values that constitute its spirit and are expressed in various articles and provisions. These values form the basis according to which the people want the country to be governed and the society to move on. The values expressed in the Preamble are expressed as objectives of the Constitution.

Body:

Democratic:

- **Sovereignty:** Sovereignty gives us the dignity of existence as a nation in the international community. The mention of 'We the People of India' in the Preamble clearly indicates that sovereignty rests with the people of India.
- **Socialism:** Aimed at promoting social change and transformation to end all forms of inequalities. Our Constitution directs the governments and the people to ensure a planned and coordinated social development in all fields. There are specific provisions that deal with inequalities in the Chapters on Fundamental Rights and Directive Principles of State Policy.
- **Democratic:** As a form of government it derives its authority from the will of the people. The people elect the rulers of the country and the elected representatives remain accountable to the people. It allows dissent and encourages tolerance. And more importantly, it is based on the principles of rule of law, inalienable rights of citizens, independence of judiciary, free and fair elections and freedom of the press.

Human:

- **Equality:** The Constitution ensures equality of status and opportunity to every citizen for the development of the best in him/her. As a human being everybody has a dignified self and to ensure its full enjoyment, inequality in any form present in our country and society has been prohibited.
- **Dignity of the individual:** Promotion of fraternity is essential to realize the dignity of the individual. It is essential to secure the dignity of every individual without which democracy cannot function. It ensures equal participation of every individual in all the processes of democratic governance.
- **Fraternity:** stands for the spirit of common brotherhood among all the people of India. In the absence of fraternity, a plural society like India stands divided. Therefore, to give meaning to all the ideals like justice, liberty and equality.

Universal

- **Liberty:** The Preamble prescribes liberty of thought, expression, belief, faith and worship as one of the core values. These have to be assured to every member of all the communities. It has been done so, because the ideals of democracy cannot be attained without the



presence of certain minimal rights which are essential for a free and civilized existence of all individuals.

- **Justice:** Living in a democratic system alone does not ensure justice to citizens in all its totality. The political freedom granted to Indian citizens has to be instrumental in the creation of a new social order, based on socio-economic justice. Justice must be availed to every citizen. This ideal of a just and egalitarian society remains as one of the foremost values of the Indian Constitution.
- **Secularism:** India is a home to almost all major religions in the world. Secularism implies that our country is not guided by any one religion or any religious considerations.

The other values like Republic, Unity and Integrity of the Nation, International peace and a just international order, Fundamental Duties are an amalgamation of Democratic, Human and Universal values.

Importance of the values vis-à-vis Public Services:

1. The values like Fraternity, Secularism are imperative to hold the nation against the divisive forces of communalism, racialism, growing intolerance, caste discrimination.
2. The ideals of socialism is necessary to ensure to reduce the growing inequalities as made evident through reports like Socio-Economic Caste Census, Oxfam Report etc.
3. The Equality, Justice and Liberty is needed to ensure that voice of the weaker sections like women, aged, transgender, minority sections of society.
4. It gives a uniform structure of Rule of Law and grants every citizen his rights and assigns some duties.

Conclusion:

Thus, the constitutional values has provisions for bringing about social change and defining the relationship between individual citizen and the state. These values constitute the spirit of constitution and are expressed in various articles and provisions.

Q) What do you think can be the strategies required to make public servants ethically compliant. Discuss. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question

The question wants us to bring out a strategy which is practical and at the same time effective to make public servants more ethically compliant and end the ethical laxity experienced by them

Structure of the answer

Introduction– Mention that In the wake of many revelations of criminal offences among public and community service officials, one is justified in asking whether there is a systemic problem of ethical behavior and morality defects in public service agencies etc.

Body-

Discuss the strategy to make public servants ethically compliant and morally upright. E.g

- *Establish rules which require public officials to give reasons for their official decisions;*
- *Institute management approaches that enable public officials to deal assertively with corruption and unethical practice when they encounter it, even at the risk of offending their superiors.*
- *'whistleblower' protection law to protect appropriate 'public interest disclosures' of wrongdoing by officials;*
- *ethics audits to identify risks to the integrity of the most important processes (for example financial management, tendering, recruitment and promotion, dismissal and discipline);*



- *new Human Resource Management strategies (which link, for example, ethical performance with entry and advancement, and ethical 'under-performance' with disciplinary processes), merit based promotion and recruitment, anti-discrimination protection;*
- *training and development in the content and rationale of Ethics Codes, the application of ethical management principles, the proper use of official power, and the requirements of professional responsibility, and*
- *effective external and internal complaint and redress procedures.*

Conclusion– *based on your discussion, form a fair and a balanced conclusion on the given issue.*

Introduction:

In the wake of recent revelations of criminal offences among public and community service officials, one is justified in asking whether there is a systemic problem of ethical behaviour and morality defects in public service agencies.

Body:

- There is growing concerns for a new focus on leadership criteria based on moral aptitude. **If nothing is done to improve ethics and morality issues, the public will soon lose trust and confidence in these public service agencies. Ethics is a “moral compass” guides the public servants in their endeavour to serve the public efficiently and effectively.** The Strategies by which the public servants can be made ethically compliant are

Internal mechanisms

- **Conscience:** Public officials have a moral duty to act in a trustworthy manner.
- **Right Environment of Socialisation:** Much of a person's ethical standards are formed through upbringing and the value system established within his or her family environment.
- **Gandhiji's talisman** should guide every decision of the public servant.
- **Basic honesty and conformity to law:** The public servant is morally bound, just as are other persons, to tell the truth, to keep promises, to respect the person and the property of others, and to abide by the requirements of the law.
- **Conflict of interest:** The duty here is to ensure that the public interest comes first, and that one does not advance his own personal interest at the expense of the public.
- **Service orientation and procedural fairness:** The moral obligation of public servants is to follow established procedures, and not to use their power to circumvent those procedures for their own convenience or benefit.

External mechanisms

Before Recruitment:

- Proper screening and background checks are made to ensure proper motivation to serve the community.
- **Psychometric tests** that provide some insights into the personal motivations and hidden values, beliefs and attitudes.
- By obtaining inputs from varying sources, one can prevent potential ethical misadventures.

Post Recruitment:

- **Accountability:** Establish rules which require public officials to give reasons for their official decisions. **E.g.:** Implementation of Right to Information Act, ICT compliance at work
- Institute management approaches that enable public officials to deal assertively with corruption and unethical practice when they encounter it, **even at the risk of offending their superiors.**
- **'Whistle-blower'** protection law to protect appropriate 'public interest disclosures' of wrongdoing by officials.
- **Ethics audits** to identify risks to the integrity of the most important processes. **g.:** financial management, tendering, recruitment and promotion, dismissal and discipline
- New Human Resource Management strategies. **g.:** ethical performance with entry and advancement, and ethical 'under-performance' with disciplinary processes.



- Merit based promotion and recruitment, anti-discrimination protection.**eg.: Civil services board** to be set up as recommended by 2nd ARC report. This would reduce the pressure on civil servants by political masters.
- Training and development in the content and rationale of Ethics Codes, the application of ethical management principles, the proper use of official power, and the requirements of professional responsibility.
- Effective external and internal complaint and redress procedures.**eg.: Citizen charters, Social audit mechanisms.**

Conclusion:

Public officials are given the trust of the public to develop and carry out policies that are in the public's best interest. Living up to this trust has a significant impact on the national will. Public confidence is essential to the exercise of national power.

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

Q) Do you think commercial advertisements need to be ethical. Comment. (250 words)

Livemint

Directive word

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

Key demand of the question.

The question wants us to express our opinion about the ethical dimension of advertisement of various kinds of consumer products and discuss whether they need to be ethical or not.

Structure of the answer

Introduction– write a few introductory lines about the volume of advertisements we consume everyday and the platforms of such advertisement ranging from billboards to public transport to social media and even news channels.

Body-

Discuss the hollowness and even false claims by advertisements too woo more customers. Give some practical examples- like beauty products; health products etc.

Discuss how those adds spread unethical behaviour/ notions.

- Patriarchy
- Sexism
- Consumerism
- Corruption etc.

Discuss the role of those who participate in such advertisement- Models, Sportspersons, Media figures, consumers, advertising companies, government etc.

Discuss the effects of such advertisements without any ethical foundations. E.g it indicates lack of honesty and integrity on part of the companies, advertisement agencies and persons appearing for the advertisement; it induces unwanted, unhealthy behaviour on part of customers; it undermines consumers capacity to make informed decisions; it impacts environment negatively etc.

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

The rampant growth of Information, Communication and Technology, the penetration of Smart phones and mobile internet has brought the consumer and corporate companies closer. The platforms of advertisement ranging from billboards to public transport to social media, news



channels and even mobile phones. Advertisements play a major role in influencing, decision making of the people.

Body:

In a bid to capture the market, attract the consumers to their products, Companies are on a advertising spree. There are catchy slogans, tall claims, distortion of facts, comparison with competitor products through advertisements. There are some **ethical issues** present in commercial advertisements.

- **Lack of honesty and integrity:** The hollowness and even false claims by advertisements too woo more customers. **Example:** Fairness creams, hair-growth oils, weight-loss pills.
- **Lack of Transparency:** The hiding of information by showing half of information. **Example:** The case of Maggi containing Mono-Sodium Glutamate was not indicated on the products.
- **Promoting Sexism:** The ads which promotes sexist attitude goes against human dignity by affecting equality amongst sexes. **Example:** Hero Honda Pleasure – Why should boys have all the fun?
- **Promoting Patriarchy:** In most ads the women are shown subjugated to men or doing household chores, objectification of women. **Example:** Dishwash bars, Washing powders etc.
- **Promoting Racism:** Comparisons between the dark-skinned, fair skinned people to promote the products. **Example:** Beauty soaps, Fairness creams
- **Brand Ambassadors' ethics:** The lack of responsibility towards society on part of brand ambassadors harms the consumers who buy products based on former's credibility.
- **Conflict of Interest:** The ambassadors like Cine artists, sportspersons, etc. may not be using the product they endorse in their personal lives. But they may be forced to do so for a living.
- **Increased Consumerism:** The materialism and consumerism is increasing in the people by blindly following the advertisements. It has effects on children who value materials more than humanism and rationalism.

Way forward:

- False claims, wrong facts by brands should be punishable.
- Brand ambassadors should be aware and responsible of the products they endorse.
- The **Consumer Protection (Amendment) Act 2018** has provisions to indict the endorser too now as part of consumer rights protection.
- Regulatory bodies like **Advertising Standards Council of India (ASCI)** should be made statutory and given more teeth to regulate the fake ads.
- Efficient grievance redressal mechanism must be made available for consumers to make companies accountable.
- The consumers on their parts should be responsible to verify the product's claims and then buy it.
- Education and awareness can be spread about the consumer rights and its protection.
- However on the other hand these regulations must not violate the freedom of speech of the companies.
- Above measures if enforced in a proper manner would resolve the above ethical issues in commercial advertisements.

Best Practices: The best companies are striving to meet those expectations. A few years ago, Domino's Pizza decided to post comments in real time from its customers on a billboard in New York's Times Square. The company did not filter the reviews, allowing people to see exactly what was being said about its products. It was an amazing example of transparency. In the same vein, online retailer Zappos gives people complete access to details about its vendors.

Conclusion:

Ultimately, it boils down to how much, as a company, it values truth and honesty. **Advertisements should be an ethical dimension of Corporate Social Responsibility.**



Q) “The first step in the evolution of ethics is a sense of solidarity with other human beings.” Comment (250 words)

Reference

Directive word

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

Key demand of the question.

The question wants us to express our knowledge and understanding about solidarity in ethics. We have to express our opinion as to how and why a sense of solidarity is the first step in the evolution of ethics.

Structure of the answer

Introduction- *write a few introductory lines about the solidarity. E.g Solidarity highlights in a particular way the intrinsic social nature of the human person, the equality of all in dignity and rights and the common path of individuals and peoples towards an ever more committed unity.*

Body-

Discuss the importance of solidarity in ethics in detail. E.g

Solidarity must be seen above all in its value as a moral virtue that determines the order of institutions.

Solidarity is also an authentic moral virtue, not a “feeling of vague compassion or shallow distress at the misfortunes of so many people, both near and far.

On the contrary, it is a firm and persevering determination to commit oneself to the common good. That is to say to the good of all and of each individual, because we are all really responsible for all

Solidarity rises to the rank of fundamental social virtue since it places itself in the sphere of justice. It is a virtue directed par excellence to the common good.

The principle of solidarity requires that men and women of our day cultivate a greater awareness that they are debtors of the society of which they have become part.

Write some more lines about the vital role of solidarity and take the help of other related sources to frame your answer.

Conclusion- *based on your discussion, form a fair and a balanced conclusion on the given issue.*

Introduction:

Solidarity, in the social sense, can be described as a kind of voluntary union or fellowship amongst people (e.g. groups, classes, nations etc.) based on a community of feelings, purposes, responsibilities and/or interests, whereby in the spirit of cooperation, people are concerned about those who are less fortunate or vulnerable and strive for equity and justice for all.

Body:

The importance of solidarity in ethics are:

- **Interpersonal level:** The first, ‘lowest’ tier applies to the level of individuals. At that level, solidarity comprises manifestations of the willingness to carry costs to assist others with whom a person recognises sameness or similarity in at least one relevant respect. This helps in developing empathy and sympathy.
- Solidarity must be seen above all in its value as a moral virtue that determines the order of institutions.
- **Fraternity:** Solidarity is also an authentic moral virtue, not a “feeling of vague compassion or shallow distress at the misfortunes of so many people, both near and far. This helps in building brotherhood. **Example:** Feeling of oneness between members of different religion.
- **Social Justice:** This may result in specific action to help people who are disadvantaged or vulnerable such as policies to counter social discrimination. **Example:** Ambedkar’s fight against the caste discrimination.



- **Responsibility:** On the contrary, it is a firm and persevering determination to commit oneself to the common good. That is to say to the good of all and of each individual, because we are all really responsible for all. **Example:** INDCs of Paris summit shows the individual responsibility towards other nations.
- **Trusteeship:** The principle of solidarity requires that men and women of our day cultivate a greater awareness that they are debtors of the society of which they have become part. **Example:** India's help to Nepal in time of earthquake, upholding our duties to other countries of world.
- **Unity:** Solidarity may be based on notions of interdependence which involves mutual and physical responsibility to others and the sharing of a common set of principles, which is often linked to devotion to one's family or community.

However, the societal ills like Communalism, poverty, Regionalism, Caste discrimination, fixed resources have affected the solidarity. Example: tension between Karnataka and TN over Cauvery water.

Way forward:

- Value – based education for children to teach about the human values
- Proper implementation of our constitutional values to ensure socio-economic justice.
- Increasing people to people contact across the globe.
- Global bodies like UNO, WB should help in furthering international ties between people.

Conclusion:

Solidarity with the fellow human-beings, thus, forms the basis of evolution of ethics.

Q) What are the factors influencing ethical behaviour. Discuss. (250 words)

Lexicon Ethics; Ethics and Human Interface

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about the factors that influence ethical behaviour of a person, system and society.

Structure of the answer

Introduction– write a few introductory lines about ethics. E.g briefly define what ethics means- Ethics is a set of standards that a society places on itself and which helps guide behaviour, choices and actions.

Body-

Discuss in points the factors which influence ethical/ unethical behaviour. E.g

- *Individual personality traits: individual value system, upbringing, education, religious beliefs, experiences, etc,*
- *Culture/country of an individual.*
- *Organisation/industry: prevailing ethics of the organisation/ industry an individual works for.*
- *The levels of ethics in governance are dependent on the social, economic, political, cultural, legal- judicial and historical contexts of the country.*
- *These specific factors influence ethics in public administrative systems.*
- *Ethics, whether in an entire society, or in a social sub-system, evolves over a long period of time etc.*
- *Also give appropriate and innovative examples to explain your answer in a more lucid way.*

Conclusion– *based on your discussion, form a fair and a balanced conclusion on the given issue.*



Introduction:

Ethics is a **code of honour that individuals live by**. These moral principles help them to deal with right and wrong in human conduct. Ethical behaviour is **acting in ways consistent with what society and individuals typically think are good values**.

The factors that define ethical behaviours are **diverse**, but all factors unite when a person makes a final decision on how to act. While the reasons are diverse, they are not difficult to understand.

Body:

What defines ethical from unethical behaviour can be formed in early childhood and carry through to adulthood. The factors influencing ethical behaviour are:

- **Individual personality traits:** An individual's values and morals will also influence his or her ethical standards.
 - **Example:** King Ashoka was a compassionate ruler after the Kalinga war and this was evident in his treatment of his subjects.
- **Family influences:** Individuals start to form ethical standards as children in response to their perception of their parent's behaviour and are likely to adopt high ethical standards if they see that their family members adhere to high ethical standard.
 - **Example:** The respect given to female members of family will be imbibed in the minds of the children. They treat other women in the same way.
- **Peer influences:** Peers are colleagues who are always around us in conducting our daily work. The behaviours and attitudes of peers influence an individual's decisions in their life.
 - **Example:** A person learns to be industrious when he sees his colleague being felicitated for the good work.
- **Life experiences:** Individual's life experiences analyze key ethical concepts such as "right", "wrong," and "permissible." It lets us explore possible sources of moral obligation such as God, human reason, or the desire to be happy. It seeks to establish principles of right behaviour that may serve as action guides for individuals and groups.
 - **Example:** Dr. Ambedkar's school experiences made him strong enough to fight against the heinous treatment meted out to untouchables and lower caste people.
- **Social Norms or Culture:** The culture or social norms, in which an individual is based, influence one's ethical decisions or behaviour. All cultures differ in values and morals. What may be ethical in one culture may not be ethical in other countries.
 - **Example:** In western culture, one may walk into place of worship with their footwear, but the same is offensive in temples in India.
- **Legal Interpretations or Laws:** The need to control, legislate and regulate, the ethical conduct at the government, individual, and corporate levels has its roots back to the ancient world.
 - **Example:** one of the earliest law codes developed, the Code of Hammurabi, made Bribery a crime in Babylon during the eighteenth century B.C.; Shariat law is the code which guides many Islamic nations.
- **Personalities or Luminaries:** The life of Great personalities is a source of ethics. They are treasure trove of lessons for leading the life for normal beings.
 - **Example:** Swami Vivekananda's life teaches the value of **brotherhood, dedication in work, destruction of individualism, unity and equality of all religions**. His ethics is as relevant today as it was before due to its practical nature and in today's scenario all over the world we need it more than anything else, due to increasing terrorism and hatred.

Conclusion:

Ethics, whether in an entire society, or in a social sub-system, evolves over a long period of time. Different institutions impact the ethical behaviour of individuals in different manner. Thus, value based education, good governance, self-realization, just laws, code of ethics and code of conducts are essential to build an ethically just society and state.

Q) What do you understand by intrinsic and extrinsic values. Discuss. (250 words)

Lexicon Ethics; Ethics and Human Interface

Directive word



Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about the meaning and scope of internal values as well as external values.

Structure of the answer

Introduction- *Write a few introductory lines about the meaning and scope of values. E.g Values are the individual principles or qualities that guide judgement and behaviour of a person or a group. Values can be viewed from the standpoint of their importance. All values are experiences of different degrees of importance in the development of individuality.*

Body-

Discuss about the intrinsic values. E.g

- *An intrinsic value is one which has worth in its own right.*
- *It is an End- in-itself.*
- *Truth, Beauty, Goodness, Temperance, Courage, etc. are considered as intrinsic values.*
- *They are good not because of their consequences but because they are good in themselves etc.*

Discuss about the extrinsic values. E.g

- *An Extrinsic value is one which is a means to some other value.*
- *It is of instrumental worth only.*
- *Extrinsic or Instrumental values are the part of larger whole. They are means to an End.*
- *Wealth, Fame, physical fitness, etc. borrow their worth from something extraneous to them etc.*
- *Also mention that the terms Extrinsic and Intrinsic are used relatively. They are not always mutually exclusive or fixed. What is valued by one person for its own sake may be valued by another person as a means to an end.*

Conclusion– *based on your discussion, form a fair and a balanced conclusion on the given issue.*

Introduction:

Values are **individual beliefs that motivate people to act one way or another. They serve as a guide for human behaviour.** Generally, people are predisposed to adopt the values that they are raised with. All values are **experiences of different degrees of importance** in the development of individuality.

Body:

People tend to believe that those values are “right” because they are the values of their particular culture. **Ethical decision-making** often involves weighing values against each other and choosing which values to elevate.

Intrinsic Values:

- The values that something has “in itself,” or “for its own sake,” or “as such,” or “in its own right.”
- They are an **End- in-itself**. Utilitarian philosophers like **John Stuart Mill** claim that pleasure and happiness are valuable in and of themselves. **Immanuel Kant** holds that genuinely moral actions are intrinsically valuable.
- They are good not because of their consequences but because they are good in themselves.
- A value in which there is no expectation of a result for any action of a person.



- Intrinsic values are not justified with reference to any values except possibly themselves.
- **Love, happiness, Truth, Beauty, Goodness, Temperance, Courage, Benevolence** are considered as intrinsic values.
- Acts like **volunteering because you like to do an activity, Mother Teresa's benevolent work towards the lepers, soldiers going beyond call of duty during natural disasters** are acts due to intrinsic values of a person.

Extrinsic Values:

- The values which are a means to some other value. Value is assigned by external factors.
- It is of instrumental worth only.
- Extrinsic or Instrumental values are the part of larger whole. They are **means to an End**.
- Extrinsic values motivates a person's behaviour or perform a activity to gain a reward or a punishment.
- Money, Wealth, Fame, objects, physical fitness, etc. borrow their worth from something extraneous to them etc.
- Acts like **studying to get a rank or job, helping others to get featured in society** are acts which have extrinsic value.

Within every moral theory, there are both intrinsic and extrinsic values. Further the classification is based on many other factors like culture of the society, upbringing of a person, etc making them **subjective**. They are **not always mutually exclusive or fixed**. What is valued by one person for its own sake may be valued by another person as a means to an end.

For example, for some people, their nation's flag may represent a sacred value. But for others, the flag may just be a piece of cloth.

Conflicts can result when people have different values, leading to a clash of preferences and priorities.

Conclusion:

So, whether values are sacred, have intrinsic worth, or are a means to an end, **values vary among individuals and across cultures and time**. Both intrinsic and extrinsic values are needed to guide individuals and a society. However, values are universally recognized as a driving force in ethical decision-making.

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 tolerance ? Evaluate the importance of tolerance in contemporary world ? (250 words)

Key demand of the question

The question expects us to explain what tolerance is and bring out the importance of tolerance in contemporary world. We need to discuss how tolerance is important for resolving the issues faced by contemporary world.

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 what tolerance is – Tolerance is restraint from reacting to unpleasing or unfavorable happenings. It requires high moral, forbearance, patience and a large heart to tolerate. Tolerance is fundamental for forgiveness and respect for contradictory views and practices.



Body

- Discuss about the importance of tolerance in contemporary world at multiple levels – tolerance at individual level, at societal level, at government level, in terms of international relations etc
- Discuss about issues such as religious strife, migration problem etc which can be addressed by cultivating the quality of tolerance.
- Explain that the ethics of tolerance reinforces many values useful in current world such as respect for others, strengthening our own resilience etc

Conclusion – summarize your answer by re-emphasizing the importance of tolerance.

Introduction:

According to **Neufeldt**, Tolerance is recognizing and respecting other's beliefs and practices without sharing in them. It can also be described as "a respect, acceptance and appreciation of the rich diversity of our world's cultures, our forms of expressions (speech, religion etc.) and ways of being human. Tolerance is harmony in difference"

If we consider tolerance as the midpoint on a spectrum ranging between prohibition at one end to acceptance at the other:

Prohibition—————Tolerance—————Acceptance

The Ancient Greek philosopher **Aristotle** called this middle point of the spectrum, the golden mean. Approaching tolerance this way, makes it what philosophers call a virtue – the characteristic between two vices.

Tolerance is restraint from reacting to unpleasing or unfavourable happenings. It requires high moral, forbearance, patience and a large heart to tolerate. Tolerance is fundamental for forgiveness and respect for contradictory views and practices.

Body:

Its importance in contemporary world is manifold

1. Individual level

- Tolerance teaches one to be respect others and not impose our will on others.
- It helps us to broaden our perspective and thinking.
- **eg.:** A certain food may be religiously proscribed for an individual, but it may be part of someone's culture. Acceptance and respecting other's views is developed due to tolerance.

2. Societal level

- Tolerance is vital because it promotes the receiving or acknowledging of new ideas and this helps to break the status quo mentality.
- Tolerance is particularly needed in large and complex societies comprising people with varied beliefs, as in India.
- This is because readiness to tolerate views other than one's own facilitates harmonious coexistence.
- Tolerance respects context.
- **eg.:** Tolerance towards various linguistic groups have cemented India's unity whereas its absence led to division of Pakistan and civil war in Sri Lanka.

3. Government level

- Helps increase its legitimacy and inspire confidence even among the dissidents.
- **eg.:** The accommodative policies of Patel and Nehru has helped shape India into a political union that it is today.
- Toleration promotes the free exchange of ideas, including criticism and debate of public policy in the interest of the people.

4. International relations

- Tolerance is the virtue that makes peace possible and in turn security of nations and neighbours.
- **eg.:** The global initiatives like WTO are a result of Vigorous deliberation of disagreement and moral evaluation. Issues such as refugee crisis can be solved as a result of tolerance.
- Tolerance provides the space for a culture of dialogue, where we can all benefit.



The **Ethics of tolerance** reinforces many values useful in today's world such as

- Mutual Respect to others.
- Strengthening one's own resilience.
- Acting as a moral force of change and acceptance of alternative views.
- Harmonious and peaceful co-existence.

Conclusion:

- The spirit of tolerance and love is not only an interesting feature of Indian society from very early times, but it is also playing an important part at the present. Being tolerant of each other and caring for each other is what makes us human. By teaching tolerance, we allow individuality and diversity while promoting peace and a civil society. Our success in the struggle of intolerance depends on the effort we make to educate ourselves and our children.
- ***"Intolerance can be unlearnt. Tolerance and mutual respect have to be learnt"***

Q) Our inability to come to an adequate agreement with regards to financing, technology transfer etc to prevent climate change reflects the lack of ethics in international relations. Discuss. (250 words)

Key demand of the question

The agreement which has come out of the recently concluded summit at Katowice has been criticized for its lack of ambition in devising a solution to the trenchant problem of climate change. We need to examine whether the issue is on account of lack of ethics in international relations. We need to provide a fair and balanced opinion and discuss way forward.

Directive word

Structure of the answer

Introduction – Explain about the inadequate nature of the agreement meant to tackle climate change – one of the gravest danger posed before the world today.

Body

Explain the issue of climate change and the problems associated with financing and technology transfer.

Discuss that the focus of the countries is on ensuring that other nations can't progress on their account instead of thinking of the significant problem that faces us

Similarly, explain that our inability to come up with a framework for loss and damage reflects our lack of empathy.

However, also bring out that in international ethics the primary responsibility of the nations is to secure their interest but for the sake of our planet there is a need for all nations to come together

Conclusion – Give a fair and balanced opinion and discuss way forward.

Introduction:

Climate change presents a severe ethical challenge, forcing us to confront difficult questions as **individual moral agents**, and even more so as **members of larger political systems**. It is genuinely global and seriously intergenerational, and crosses species boundaries. It also takes place in a setting where existing institutions and theories are weak, providing little ethical guidance.

Body:

The fact that the recent Conference of Parties at Katowice could not reach on an agreement on finance and technology transfer. The developed countries didn't agree to the terms and this has put the Paris Deal (2015) at peril.

Compassion and empathy: The pulling out of the 2nd largest emitter of Greenhouse gases, USA, shows **the lack of compassion and empathy for the climate justice and climate equity** to the small island developing nations. E.g. Nauru, Vanuatu



Justice and equity: Despite the call for “common but differentiated responsibilities”, the sufferers remain the poorer countries, when most often the developed countries either fail or remain reluctant to fulfil the responsibility. This goes against the principles of Justice and equity.

Self-Centredness: The inability to come up with a framework for loss and damage reflects our **lack of empathy and self – centeredness** of the nations. Further the lack of any responsibility towards transfer of technology to fight climate changes by MNC’s to poorer nations shows the selfishness of MNC’s.

Collective Responsibility: There was a consensus among the developed nations to finance the Green Climate fund. The constant bickering and lack of initiative shows that nations are not walking the talk which shows the **lack of integrity**.

Utilitarian philosophy: Institutions are obliged to act through utilitarian principles. For utilitarian’s, the principles of climate change agreement must lie on the consequences and overall utility irrespective of people’s preferences. This implies that the disadvantaged countries, particularly the endangered islands have no say in the agreement if overall result for the rest of the countries, ignoring the demands of least developed, produces the required beneficial result.

Conclusion:

- Climate Change threatens the well-being of people and the planet, raising crucial issues of ethics and public policy that we ignore at our peril. Left unchecked, or by doing too little too late, climate change will haunt future generations and leave a despoiled earth as our legacy.
- Thus, In International ethics the primary responsibility of the nations is to secure their interest but for the sake of our planet there is a need for all nations to come together.

Q) What are key ethical issues faced by health organizations and systems ? Discuss. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about various kinds of ethical issues faced by health organizations, in their functioning.

Structure of the answer

Introduction- write a few introductory lines about the relationship between health and ethics. E.g Ethical questions related to health, health care, and public health cover topics as diverse as moral issues around reproduction, state obligations in the provision of health care services, and appropriate measures to control infectious disease. Scholars and health care professionals have debated ethical questions related to health and health care since the earliest days of medicine.

Body-

Discuss in points the ethical issues faced by health organizations. E.g

1. Resource allocation across health services and programmes.
2. Corporate partnerships and philanthropic fundraising.
3. Workplace ethics
4. Equitable access.
5. Individual versus population health.



6. Public accountability.

Discuss and elaborate each ethical problem stated above, in brief detail.

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Health ethics has a broad focus, taking in ethical issues faced by health professionals, health policy makers and health researchers, as well as by patients, families, and communities in a range of contexts related to health, including clinical care, health services and systems, public health, epidemiology, information technology and the use of animals in research.

Body:

Various ethical issues faced by health organizations are as follows:

- **Resource allocation across health services and programmes:**
- Given that the resources are limited, be it medicines or doctors or nurses, the priorities on which the resources are allocated fairly and appropriately to meet the community's health needs.
- **Examples: Equality & Justice:** In a public health crisis, such as an influenza pandemic, who should have priority access to vaccines, drugs and hospital services. Because normal health care systems may cease to function during a severe public health crisis, efforts should be made to achieve consensus on these questions in advance.
- The cases of corruption to access free healthcare in public hospitals. Gorakhpur incident where many infants died due to lack of basic facilities.
- **Corporate partnerships and philanthropic fundraising:**
- In the face of scarce resources, if there are restrictions on the kinds of funding sources from which a health institution may accept support.
- **Examples:** The possible **conflict of interest** between the values of the potential funder and the health institution. A doctor prescribing a particular brand of drug although there are generic alternatives for the same.
- Cartelization of medical companies can lead to high prices of medicines, equipments like stents.
- **Workplace ethics:**
- The obligations that health institutions have to their staff to ensure that the workplace is safe, respectful, and just.
- **Example:** Wrong diagnosis and unnecessary medical tests in case of patients with private medical insurance.
- The Case of Aruna Shanbaug, the head-nurse in KEM hospital, where she was raped by a colleague and left in a vegetative state.
- **Equitable access:**
- The obligations that health institutions or systems have to care for the uninsured, patients beyond their catchment area or jurisdictional borders, or future patients.
- **Examples: Equity and Equality:** Health being a state subject in India, the public health scheme cards and insurance should be operable across states. Lack of hospitals in tribal areas.
- Accident victims are usually turned away by hospitals due the possible legal issues.
- **Individual versus population health:**
 - The question of population health needs versus individual patient needs, if not all needs can be met.
 - **Example:** the issues regarding the appropriate allocation of resources between prevention and treatment.
- **Public accountability:**
 - The obligations of health institutions and systems towards the communities they serve to be transparent about how health resources are used and to reflect community values in their decisions.
 - **Example: Accountability & Transparency:** The recent case where the Rajasthan government didn't inform the public of the Zika outbreak.



- The case of Chattisgarh where a doctor to attain world record for maximum tubectomies lead to botched up surgeries and death of many tribal women.

Way Forward:

- **Citizen charters** should guide the stakeholders – both patients and medical fraternity.
- **Equitable distribution of resources** across India.
- An **autonomous, decisive and democratic Regulator** to regulate the public and private health organizations in India.
- Collaboration with global health entities like WHO to fight pandemics and epidemics.

Conclusion:

- The decisions may have significant implications for patients, families, clinicians, and other key stakeholders.
- Organizational and health system ethics are also concerned with the institutional environment within which decisions are made and the conditions that contribute to the development of a culture that supports and reinforces ethical decision-making.

Q) Explain how do laws, rules, regulations and conscience differ as sources of ethical guidance ? (250 words)

Key demand of the question

The question expects us to explain how laws, rules, regulations and conscience act as sources of ethical guidance and how they differ from each other.

Structure of the answer

Introduction – Explain why ethical guidance is required when we are faced with situations of ethical dilemmas.

Body

Explain how laws , rules, regulations and conscience serve as sources of ethical guidance

- *Laws – Laws set out standards, procedures and principles that must be followed. A law is enforceable by the judicial system, i.e. those responsible for breaking them can be prosecuted in court.*
- *Rules – rules are more pliable than laws and serve to make our living in society more organised and ordered.*
- *Regulations – Regulation creates, limits, constraints a right, creates or limits a duty, or allocates a responsibility.*
- *Conscience – conscience aims to make moral decisions in 'overwhelming forces of inescapable situations' despite the risk of adverse consequences. If conscience goes, then everything collapses, conscience is central to our identity and it is as component in the moral decisions making process*

Explain how they are different and how they prove useful in situations of ethical dilemmas

Conclusion – Give your view on the relative importance of laws, rules, regulations and conscience.

Introduction:

Human conduct is chiefly guided by Laws, rules, regulations and Conscience.

Body:

LAW : According to **Thomas Aquinas**, Law is a statement of reasons designed to achieve common good in the society. It can be divided into **Eternal (Divine) Law, Human Law and Natural Law**. The Legislature is responsible.

Example: Motor Vehicles Act is a Law.



RULES: Within the jurisdiction of Law, rules are made. Rules are the norms for implementation of the Law. If Law is the skeletal structure, then Rules are the life-blood of it. The Executive is responsible.

Example: Traffic rules under Motor Vehicles Act

REGULATIONS: Laws and Rules become the basis for controlling behaviour of humans, so that they can behave in a desirable way. This act of controlling behaviour is known as Regulation. Regulation is essence of governance and quality of regulation determines the

- Quality of human behaviour
- Quality of goods and services
- Quality of peace & harmony.
- Quality of Development.
- Strength of Society.

Example: Food products and their regulation by FSSAI; Business, trade & commerce regulation by SEBI.

CONSCIENCE: It is the inner voice of a person which guides the right and wrong. Conscience aims to make moral decisions in '**overwhelming forces of inescapable situations**' despite the risk of adverse consequences. If conscience goes, then everything collapses, conscience is central to our identity and it is as component in the moral decisions making process.

Example: Concept of Enlightenment, Nirvana etc. are associated with highest stage of development of human Conscience. Gandhiji's civil disobedience movement was true to his conscience although it broke the law.

Differences between each other

- The main difference between rules and laws is the consequences associated with breaking them. While each is developed to invoke a sense of order, fair play, and safety, the weight of a law is much heavier than the weight of a rule. Laws are like the legal version of rule.
- Rules are flexible while the laws and regulations are fixed. Also rules are broader in scope when compared to laws and regulations.
- Law is an external source of guidance where as conscience is a product of internal process.
- Most of the laws, rules and regulations have their roots in Conscience.
- A person may escape from breaking a law he can never escape himself from his conscience when he does an unethical action. **Example:** Marital Rape.
- Laws represent collective aspirations of the society where as conscience is a product of socialisation.
- Ethical guidance provided by law and conscience may not always be same which could be a cause for ethical dilemma. **Example:** Death Penalty

Conclusion:

Laws, Rules, Regulations and Conscience together guide the conduct of humans in a society. The conscience however guides the other three.

Q) What are the various kinds of dilemmas faced by a public servant. Discuss with examples. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about various kinds of ethical dilemmas faced by a public servant. We also have to give examples for each such kind of dilemma, in order to bring clarity to our answer.



Structure of the answer

Introduction– write a few introductory lines about the meaning of an ethical dilemma. E.g briefly write about what is an ethical dilemma.

Body-

Discuss the various kinds of ethical dilemmas faced by a public servant. E.g

- *Dilemmas Involving Fairness- What matters potentially influence your ability to work in the public interest and represent all constituents equally and fairly?*
- *Dilemmas Involving Conflicts between Personal Interests and the Public's Interest- Do you have personal interests that conflict with your duty of loyalty to the public you have been elected to serve?*
- *Dilemmas Involving the Faithful Execution of your Official Duties- Can you competently fulfill the responsibilities of your office?*
- *Dilemmas Involving Acting with Integrity- Do you conduct yourself honestly and with the integrity expected from public officials?*
- *Dilemmas Involving Accountability- To maintain the public trust do you act in a manner that is transparent and is accountable to your constituents?*

Give examples of each such kind of ethical dilemmas.

Conclusion- based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

- Ethical dilemmas, also known as **moral dilemmas**, are situations in which there is a choice to be made between two options, neither of which resolves the situation in an ethically acceptable fashion. In such cases, societal and personal ethical guidelines can provide no satisfactory outcome for the chooser.
- Ethical dilemmas assume that the chooser will abide by societal norms, such as codes of law or religious teachings, in order to make the choice ethically impossible.

Body:

- Public Servants are the glue between the State and the people. They have a wide array of responsibilities from formulation, implementation of various rules, policies to service delivery to citizens. They are granted with sufficient powers to carry on their work in an unhindered manner. The vast scope of operations can give rise to situations where they are faced with various ethical dilemmas as given below.
- **Dilemmas Involving Fairness:**
 - The matters that potentially influence the ability to work in the public interest and represent all constituents equally and fairly.
 - **Example:** Granting licenses for coalmining or allocation of public resource. One of the bidders is your spouse's company.
 - **How to avoid dilemma:** Transparency and competitive measures like use of ICT, maximum benefit to the state and public.
- **Dilemmas Involving Conflicts between Personal Interests and the Public's Interest:**
 - The cases in which personal interests that conflict with your duty of loyalty to the public you have been elected/appointed to serve.
 - **Example:** When a civil servant is heading a recruitment agency and his relatives are applying for the job under the same agency.
 - **How to avoid dilemma:** Be Neutral, Separation of Personal and Private Affairs, Recusal from the position, giving an undertaking to Government.
- **Dilemmas Involving the Faithful Execution of your Official Duties:**
 - Matters in which there is a need to competently fulfil the responsibilities of your office.
 - **Example:** Minister issues orders on firing against a violent mob. You are the chief heading the force.



- **How to avoid dilemma:** Accept orders in writing as per Supreme Court directive.
- **Dilemmas Involving Acting with Integrity:**
 - Conduct oneself honestly and with the integrity expected from public officials.
 - **Example:** A particular department is known for its corruption and bribery. You are newly appointed as head of the department and being forced to join the gang.
 - **How to avoid dilemma:** Be honest, uphold integrity, use legal measures.
- **Dilemmas Involving Accountability & Transparency:**
 - To maintain the public trust, there is a need to act in a manner that is transparent and is accountable to your constituent. With RTI Act, Transparency and Accountability have a higher pedestal and makes governance more participatory.
 - **Example:** Rafale Deal – to disclose the prices and details or to keep it confidential.
 - **How to avoid dilemma:** Clear classification of information, Effective Grievance Redressal Mechanisms like CIC, SIC.
- **Dilemmas Involving Law and Conscience:**
 - There are instances where law and conscience overlap, conflict and lack of clarity.
 - **Example:** Abortion of foetus beyond the stipulated time period as against the mother's life at risk
 - **How to avoid dilemma:** Application of Wisdom.

Conclusion:

A public servant is bound to be faced by many dilemmas. Adhering to the ethical values like integrity, objectivity, transparency and application of wisdom can help in overcoming the dilemmas.

Q) Discuss how the principle of ALIR help in solving ethical dilemmas faced by public servants. (250 words)

Reference

Directive word

Discuss- this is an all-encompassing directive which mandates us to write in detail about the key demand of the question. we also have to discuss about the related and important aspects of the question in order to bring out a complete picture of the issue in hand.

Key demand of the question.

The question wants us to write in detail about the ALIR principles and bring out at length as to how they help in solving ethical dilemmas in public services.

Structure of the answer

Introduction- write a few introductory lines about the ethical dilemma. E.g A dilemma is something wider and more demanding than a problem, however difficult or complex the latter may be (Rapoport, 1960). The reason is that dilemmas, unlike problems, cannot be solved in the terms in which they are initially presented to the decision-maker.

Body-

Discuss in detail the ALIR principles and how they can be applied to solve ethical dilemmas in public services. E.g

The imperative for accountability

- *Since it is ministers who are accountable to Parliament, not civil servants, it follows that the latter are obliged to execute the orders of the former even if they disagree with their content, provided that they originate from a legitimate source of authority in the institutional hierarchy, and that authority insists on being executed despite the remonstrances put forward by officials.*

The imperative for legality

- *Respect for and application of the principle of legality entails a particular type of control on administrative action that aims to see that public administration operates within the context*



of the law established by the legislature (Parliament). Since the source of all power is ultimately the people, according to the fundamental constitutional principle of popular sovereignty that is enshrined in most democracies nowadays, it follows that all power must be exercised in the name and to the general interest of the people.

The imperative for integrity

- *The imperative for integrity constitutes a source of internal self-control in administrative conduct based on ethical standards and criteria shared and respected by the corps of professional administrators. Avoiding, for instance, corruption and exhibiting integrity would then be for them a matter of personal and professional honour and prestige in a culture of ethics, and not simply an externally imposed obligation."*

The imperative for responsiveness

- *the imperative for responsiveness to civil society calls for an increased awareness and readiness to adapt to changing values and conditions in society at large, and stresses the need for an overall 'external' or societal accountability of state authorities and administration.*

Conclusion– *based on your discussion, form a fair and a balanced conclusion on the given issue.*

Introduction:

A dilemma is something wider and more demanding than a problem, however difficult or complex the latter may be (**Rappoport, 1960**). The reason is that dilemmas, unlike problems, cannot be solved in the terms in which they are initially presented to the decision-maker.

Ethical dilemmas, also known as **moral dilemmas**, are situations in which there is a choice to be made between two options, neither of which resolves the situation in an ethically acceptable fashion.

Body:

The principles of ALIR can be used to solve the ethical dilemmas faced by public servants.

- **The imperative for accountability**
 - The loyalty of the bureaucracy to its political masters is grounded on the obligation of ministers in parliamentary democracies to be answerable and responsible to the legislature (ministerial responsibility to Parliament).
 - It is only by that means that the representatives of the nation may hold the bureaucracy accountable to the will of the people and the general interest.
 - The administration should be held accountable to government and parliament on matters of policy and expediency.
 - **Example:** Kautilya in Arthashastra says that a king's ultimate duty is towards his subjects. He should remember it whenever he takes any important decision.
- **The imperative for legality**
 - Respect for and application of the principle of legality entails a particular type of control on administrative action that aims to see that public administration operates within the context of the law established by the legislature (Parliament). S
 - Since the source of all power is ultimately the people, according to the fundamental constitutional principle of popular sovereignty that is enshrined in most democracies nowadays, it follows that all power must be exercised in the name and to the general interest of the people.
 - **Example:** The auction for public goods like Spectrum, coal etc. cannot be done as per the will of the public servants. Their actions must follow the prevailing rule of law.
- **The imperative for integrity**
 - The imperative for integrity constitutes a source of internal self-control in administrative conduct based on ethical standards and criteria shared and respected by the corps of professional administrators.
 - Avoiding, for instance, corruption and exhibiting integrity would then be for them a matter of personal and professional honour and prestige in a culture of ethics, and not simply an externally imposed obligation.



- **Example:** Lal Bahadur Shastri was a man of Integrity. He upheld his honesty throughout his public career.
- **The imperative for responsiveness**
 - The imperative for responsiveness to civil society calls for an increased awareness and readiness to adapt to changing values and conditions in society at large, and stresses the need for an overall 'external' or societal accountability of state authorities and administration.
 - **Example:** Sec 377 of the IPC was decriminalized. The awareness about homosexual and transgender rights has increased among the public in India. Public servants must also become sensitive towards their needs.

Conclusion:

A public servant is bound to be faced by many dilemmas. The principles of ALIR can help in overcoming the dilemmas.

Q) What are the different categories of public service values. Discuss. (250 words)

Reference

Structure of the answer

Introduction– write a few introductory lines about the meaning of values. E.g Values are the individual principles or qualities that guide judgement and behaviour'. In order to better conceptualise and contrast values, they are frequently grouped rather than treated on an individual basis.

Body-

Discuss about the different categories of public service values. E.g

- Ethical values
- Integrity
- Fairness
- Accountability
- Honesty
- Probity etc.
- Democratic values
- Rule of law
- Neutrality
- Accountability
- Responsiveness
- Legality etc.
- Professional values
- Excellence
- Efficiency
- Leadership
- Innovation
- Quality etc.

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.



Introduction:

Values can be defined as “the individual principles or qualities that guide judgement and behaviour”. Ethics are in effect the rules that translate values into everyday life.

Public Service Values inform all aspects of ethical decision-making –ethical judgment, ethical choice and ethical behaviour –and are reinforced by them.

Body:

In order to **better conceptualise and contrast values**, they are frequently grouped rather than treated on an individual basis. By categorising the values, public servants are provided with a **framework that reflects their varied duties and responsibilities**. The public service values can be categorised as follows under 4 heads.

Ethical	Democratic	Professional	People
Integrity	Rule of Law	Effectiveness	Caring
Fairness	Neutrality	Efficiency	Fairness
Accountability	Accountability	Service	Tolerance
Loyalty	Loyalty	Leadership	Decency
Excellence	Openness	Excellence	Compassion
Respect	Responsiveness	Innovation	Courage
Honesty	Representativeness	Quality	Benevolence
Probity	Legality	Creativity	Humanity

Ethical Values: Ethical values are the personal values which guide a public servant in decision making between right and wrong, guiding him in right path.

- **Integrity:** Consistently behaves in an open, fair and transparent manner, honours one’s commitments and works to uphold the Public service values.
- **Accountability:** Takes ownership for outcomes (successes or failures) while addressing performance issues fairly and promptly.

Democratic Values: Democratic values ensure that the rule of law is maintained and that every citizen is valued.

- **Rule of law:** Cardinal principle of governance. Decisions are made adhering to the law
- **Neutrality:** Decision making should be independent of any political influence or favours. It should be governed by the aim of maximizing public interest. It is important for building trust vis-à-vis the public

Professional Values: professional values are the guiding beliefs and principles that influence your work behaviour.

- **Efficiency:** operational excellence and value for money, manages human capital and nurtures capability
- **Innovation:** To find new and unique ways to solve the problems.

People/Humanitarian Values: Helps to deal with the public, understand their needs better and serve them more efficiently.

- **Empathy:** Empathy is about being able to accurately hear out and understand the thoughts, feelings and concerns of others, even when these are not made explicit.



Many values are common to more than one category (such as fairness, accountability, loyalty and excellence), and value conflicts can occur when similar values are applied in indifferent contexts.

Conclusion:

The categorisation of values serves to provide a more coherent and comprehensible basis for public servants to understand the context for their work and professional relationships in an ever-changing environment. The academic treatment of values by category also demonstrates the many interpretations and applications of values within public management, as well as the widening range of values evident in public administration.

Q) Public servants today more than before face various kinds of value conflicts and challenges. Discuss. (250 words)

Reference

Structure of the answer

Introduction– write a few introductory lines about the conflict in public service values. E.g the nature of public service and the multiple tasks of public servants will inevitably result in value conflicts. Also, in the context of greater fluidity between the public and non-public spheres, traditional values are challenged and/or complemented by other value sets.

Body-

Discuss in detail why value conflict arises in public services. E.g

- *The environment in which the public service operates is a constantly changing one – current dynamics of change include new technologies, growing and changing public expectations, demographic changes and the effects of economic and social globalisation.*
- *In this environment economic, political and social values can come into conflict with the professional values of the public administrator.*
- *Values can also differ within public service organisations.*

Discuss the types of value conflicts. E.g

- *Intrapersonal value conflicts occur within the individual when he or she is faced with competing personal values.*
- *Interpersonal value conflicts occur between individuals with different ambitions and goals.*
- *Finally, individual-organisational value conflicts occur when the values employed by an organisation are at variance with the personal values of an employee.*

Discuss briefly how these value conflicts can be resolved. E.g

- *While intrapersonal value conflicts require an almost exclusively personal self assessment of work priorities, interpersonal and individual organisational value conflicts can be resolved through the provision of clear value statements and the motivating capacity of 'value-centred leaders'.*

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Public servants operate in environments subject to regular change and replete with competing demands and obligations. The nature of public service and the multiple tasks of public servants will inevitably result in value conflicts.

Body:

Value conflict arises in public services due to the following reasons:

- The environment in which the public service operates is a constantly changing one – current dynamics of change include



- New **Example:** Internet, Social Media leading to huge repertoire of accessible information at finger-tips.
- Growing and changing public expectations. **Example:** People expect government hospitals to work with same efficiency as multi-speciality private hospital
- Demographic **Example:** Increased Urbanization, Educated people in rural areas, higher youth population
- The effects of economic and social **Example:** MNC's set up in India are bringing in their culture of work efficiency.
- Public policy is delivered through a multitude of 'complex networks, decentralised governance structures, public-private partnerships, and cooperative ventures between NGOs, consultants and Government'. In this environment economic, political and social values can come into conflict with the professional values of the public administrator.
- Values of an individual can also differ within public service organisations. **Example:** ISRO is known for its quality, value for money and diligence. Whereas other PSU's like HMT failed miserably due to poor innovation and adaptation.

The various types of value conflicts can be classified as follows:

- **Intrapersonal value conflicts:** occur within the individual when he or she is faced with competing personal
 - **Example:** Confidentiality vs. Transparency : a bureaucrat responsible for the deal is bound to face the conflict of above values.
 - Honesty v/s Compassion: When a destitute lady has no Aadhar for registering into a poverty alleviation scheme, but Aadhar is mandatory.
- **Interpersonal value conflicts:** occur between individuals with different ambitions and
 - **Example:** The case of temple entry, mosque entry etc. where people have differing views based on their values.
 - Development v/s Environment debates – Infrastructure projects v/s Clearance of forests.
 - Majoritarian v/s Minoritarian views.
- **Individual-organisational value conflicts:** occur when the values employed by an organisation are at variance with the personal values of an employee.
 - **Example:** Virat kohli refused to endorse a cola brand as his individual values were against the product(org values)
 - Stepping down of RBI governor in the past.
 - Rifts between Vishal Sikka, ex-CEO of Infosys and Infosys Top Management.

Ways to resolve Value Conflicts:

- Intrapersonal value conflicts require an almost **exclusively personal self-assessment, prioritising the conflicting values.**
- Interpersonal and individual-organisational value conflicts can be resolved through the **provision of clear value statements and the motivating capacity of 'value-centred leaders'.**
- **Inculcation of Tolerance, harmony and transparency** can help solve Interpersonal and individual-organizational value conflicts.

Conclusion:

In this rapidly changing society, value conflicts are bound to arise. **Acceptance of others' views, Adaptability to the better values and consensus-oriented approach** is need of the hour for smooth governance.

Q) What are the methods by which public service values can be instilled in public servants. Discuss. (250 words)

Reference

Structure of the answer

Introduction– write a few introductory lines about instilling values among public servants. E.g Short-term outward facing measures, such as the development and publicising of values statements in offices are an important first step, but are limited in terms of their impact. Moving beyond this



level towards behavioural (or external) and eventually attitudinal (or internal) change amongst employees in an organisation requires training and the reinforcement of value sets through multiple interactions and activities.

Body-

Discuss the method and means by which public service values can be instilled among public servants.

E.g

- *Reinforcement and transmission of common cultural values needs to be planned and systematic. Without attention being given to inculcating core values and standards, other more localised values can come to the fore.*
- *Recognise and assert the importance of ethics to good government*
- *Integrate the management of ethics into the wider system*
- *Exercise leadership from the centre and demand similar leadership in departments · promote through a combination of standards, guidance, education and recognition of good practice*
- *Allow information to flow to inform and guide devolved decision making*
- *Continue to test theory and rules against experience and remain responsive to challenges in the political and policy environment.*
- *Strengthening the existing strength of the values culture within the organisation*
- *Identification of high-risk 'zones' which require strong control and monitoring activity etc.*

Conclusion– *based on your discussion, form a fair and a balanced conclusion on the given issue.*

Introduction:

Public Service Values inform all aspects of ethical decision-making –**ethical judgment, ethical choice and ethical behaviour** –and are reinforced by them. Instilling public service values in public servants is important as their personal values and public service values may differ. Thus, it is necessary that the public servants learn the values to better serve the people they represent.

Body:

Development and publicising of values statements in offices are an important first step, but are limited in terms of their impact. Moving beyond this level towards behavioural (or external) and eventually attitudinal (or internal) change amongst employees in an organisation requires **training and the reinforcement of value** sets through multiple interactions and activities.

The various method and means by which public service values can be instilled among public servants are as follows

- **Reinforcement and transmission**
 - The reinforcement and transmission of common cultural values needs to be planned and systematic.
 - Without attention being given to inculcating core values and standards, other more localised values can come to the fore.
 - Strengthening the existing strength of the values culture within the organisation.
 - **Example:** code of ethics , citizen charters, ethical audits
- **Recognition**
 - Recognise and assert the importance of ethics to good government
 - **Example:** Rewards for good performance like best civil servant and punishment for deviant behaviour.
- **Integration**
 - Integrate the management of ethics into the wider system.
- **Guidance**
 - Exercise leadership from the centre and demand similar leadership in departments.
 - Promote through a combination of standards, guidance, education and recognition of good practice.



- **Example:** Best practices should be noted and emulated across places.
- **Informed Decision Making**
 - Allow information to flow to inform and guide devolved decision making.
 - **Example:** Decision making based on thorough studying and knowledge of the topic.
- **Spirit of Challenge**
 - Continue to test theory and rules against experience and remain responsive to challenges in the political and policy environment.
 - Clear guidelines for interaction between public and private services.
 - **Example:** Competition between offices can be set up.
- **Risk Management**
 - Identification of high-risk 'zones' which require strong control and monitoring activity.

Conclusion:

Instilling public service values leads to better public service delivery and increased trust of citizens in the public sector.

Q) What do you understand by the concept of accountability and why is accountability important for good governance. Discuss. (250 words)

Reference

Structure of the answer

Introduction– Write a few introductory lines about the increased stress placed on accountability of organizations, leaders, politicians, civil servants etc.

Body-

Discuss the concept of accountability in detail. E.g Bring out the meaning of accountability and mention that Accountability consists of three vital components

- *Transparency:*
- *Answerability:*
- *Enforceability:*

Mention that accountability involves both a horizontal and a vertical dimensions. The horizontal dimension is the system of checks and balances among the executive, the legislative and the judicial branches. Vertical accountability entails the relationships between citizens and decision makers, including the ability of citizens to influence political decision-making processes.

Discuss the importance of accountability in good governance. E.g

- *Accountability ensures rule of law and respect for institutions*
- *It ensures commitment to promises, manifestos and citizen's charters.*
- *It empowers citizens and aids their development.*
- *It reduces corruption and builds trust among the governors and the governed.*

Conclusion- based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Accountability is taking ownership for outcomes (successes or failures) while addressing performance issues fairly and promptly. The ability of citizens to demand accountability and more open government is fundamental to good governance.

Body:

Accountability involves three key concepts:

- **Transparency:** citizens have access to information about commitments that the state has made and whether it has met them. **Example:** Right to Information Act.
- **Answerability:** citizens are able to demand that the state justifies its



- **Enforceability:** citizens are able to sanction the state if it fails to meet certain standards.

Accountability involves both a horizontal and a vertical dimension.

Horizontal Accountability: It is the system of checks and balances among the executive, the legislative and the judicial branches. **Example:** Judicial reviews, Parliamentary Committees, question hour etc.

Vertical accountability: It entails the relationships between citizens and decision makers, including the ability of citizens to influence political decision-making processes. **Example:** RTI, Social Audits

Importance of Accountability in Good Governance:

- Accountability ensures **rule of law and respect for institutions.**
- It ensures transparency in operations by having checks and balances and time-bound service delivery.
- It ensures commitment to promises, manifestos and citizen's charters.
- It empowers citizens and aids their development through citizen-centric policies.
- It ensures judicious use of public funds and resources and hence, infuses the efficiency in governance.
- It reduces corruption and builds trust among the governors and the governed.
- Ensures that the grass roots level problems are effectively addressed.
- Improves last mile outreach and helps bring in a change in attitude of bureaucracy.

Way Forward:

- To Ensure effective accountability, the following steps can be taken
- Protection of whistleblowers through legislation.
- Social Audits by local communities, NGOs. Example: As done in MGNREGA.
- Use of ICT in service delivery and maintenance of records
- Encouraging Citizens' Participation through RTI in local languages.
- Promoting Competition and discouraging monopolistic attitude among the public service sectors.

Q) Discuss some of the measures taken to strengthen ethical values in governance and what more should be done in this regard ? (250 words)

Key demand of the question

The question expects us to bring out the various measures in the form of laws, rules, regulations, code of ethics etc that the government has brought in order to ensure that ethical values are practiced and reinforced in governance. Moreover, we also need to give suggestions regarding what more can be done to strengthen ethics in governance.

Directive word

Discuss – Here your discussion should focus on bringing out the steps taken by the government to improve ethical values in governance and what more can be done in this regard. We also need to discuss the impact of such steps.

Structure of the answer

Introduction – Explain what do you mean by ethical values in governance.

Body

Discuss the steps taken by the government to improve ethical values in governance and the impact of such steps

- *eGovernance and Digitisation to increase transparency and accountability along with easing paper work*
- *RTI to allow for citizen's right to know which enhances probity in governance*
- *Civil service codes and various Service Rules to ensure honesty and integrity*



- *Citizen charters and citizen oriented governance to better address feedback, grievances*
- *In 2006 the department Of Personnel drafted a Public Service Bill which enumerated fundamental values of Public Services, a Code of Ethics, a Management Code etc. with the objective of developing public services. The bill didn't make much headway and is in cold storage etc*

Discuss what more can be done

- *Effective implementation of charter*
- *Removing political interference in administration and politicisation of administration*
- *You can take more suggestions from the 2nd arc report on ethics in governance*

Conclusion – *Emphasize on why ethics in governance is important and the way forward.*

Introduction:

Ethical values in governance show how well the ethical values are followed in governance and its structure. This includes legality of government action, rationality in policy and decision making, evolving a sense of responsibility, ensuring accountability, strengthening work commitment, creating excellence, facilitating spirit of individual and organizational goals, developing responsiveness, showing compassion, protecting the national interests, protecting the spirit of justice, bringing transparency and elevating integrity.

Body:

The steps taken by the government to improve ethical values in governance and the impact of such steps

- E-Governance and Digitisation to increase transparency and accountability along with easing paper work and reducing red-tapism. **Example:** PRAGATI, MyGov portal
- RTI to allow for citizen's right to know which enhances probity in governance.
- Stringent laws like Prevention of Corruption Act, presence of CVC to ensure there is no corruption.
- Civil service codes and various Service Rules to ensure honesty and integrity. **Example:** Civil Service Conduct Rules.
- Citizen charters and citizen oriented governance to better address feedback, grievances. **Example:** CPGRAMS, Jan Sunwai.
- In 2006, the department Of Personnel drafted a **Public Service Bill** which enumerated fundamental values of Public Services, a Code of Ethics, a Management Code etc. with the objective of developing public services. The bill didn't make much headway and is in cold storage etc
- Witness protection scheme to safeguard the witness from victimization.

The following steps can be taken to strengthen the ethical values

- Effective implementation of citizen charters.
- Removing political interference in administration and politicisation of administration.
- Introduction of Public Service bill and Code of Ethics.
- **The Second Administrative reforms commission** has suggested the following methods
- **Codification of ethics** will ensure the minimum standards that public servants must follow.
- Strong vigilance systems to ensure that corruption is eliminated at the root. Example: CVC, whistle blowers act, Lokpal etc.
- **Social audit mechanisms** must be strengthened and be made a norm.
- **Digitization and e-governance** is the way forward to ensure citizen centric governance. **Example:** UMANG- one stop for customers to pay all their bills.
- Values such as selflessness, honesty, integrity and objectivity if inculcated at early age through education will lead to Ethical leadership in the future.
- **Sensitivity trainings, Value oriented training** of public servants.
- **Ethical auditing** should be done.
- Delegation of work and responsibility in every organisation should be ensured similarly the standard protocols must be **codified vide citizen charters.**

**Conclusion:**

Strengthening ethical and moral values in Governance is imperative to ensure the best service delivery and citizen-centric administration.

Q) What are the ethical issues related to conditional funding in the international sphere. Discuss. (250 words)

LEXICON FOR ETHICS< INTEGRITY AND APTITUDE: VALUES AND ETHICS IN PUBLIC ADMINISTRATION

Structure of the answer

Introduction– write a few introductory lines about the term conditionality. E.g Conditionality is a concept which describes the use of conditions attached to a loan, debt relief, bilateral aid or membership of international organizations, typically by the international financial institutions, regional organizations or donor countries.

Body-

Discuss the ethical issues raised by conditional funding in international arena. E.g

- The donors shape the policy framework and strategies through impositions, seriously undermining the rights, choices and decisions of the people to determine their own demands and actions needed for their own development.
- Local societal diversities and local ownership are ignored.
- Policy conditions can interfere with the formation of an independent and mature democracy and political framework.
- Democratic ownership implies mutual accountability, transparency, and participation in policies and programmes, where both donors and governments feel equal, sharing.
- Domination by the government or the donors in the process undermines the basic principles of democratic ownership etc.

Conclusion– based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Conditional funding is a concept which describes the use of conditions attached to a loan, debt relief, bilateral aid or membership of international organizations, typically by the international financial institutions, regional organizations or donor countries. **Example:** IMF's loan to India during the financial crisis of 1991.

Body:

The various ethical issues that are related to International funding are:

- **“Me First” Attitude:** The developed countries are moving towards protectionism and an attitude of self-centrism. This goes against the moral responsibility of humanity to help other humans. **Example:** USA's moving out of Paris Climate deal has now cast an aspersion on Global Climate Fund.
- **Harsh terms and conditions:** The donors shape the policy framework and strategies through impositions, seriously undermining the rights, choices and decisions of the people to determine their own demands and actions needed for their own development. **Example:** China's vulture capitalism policies of sucking countries into debt.
- **Ethnocentrism:** Local societal diversities and local ownership are ignored by conditionality. **Example:** Global Gag Rule by USA
- **Against Democratic values:** Aid conditionality infringes on countries democracy and sovereignty. Policy conditions can interfere with the formation of independent and mature democracy and political framework. **Example:** Neo-colonial policies followed by few developed Countries.
- Economic policy decisions, such as whether to privatize essential services or liberalize trade barriers within any given country developing or developed should be made by national governments and not influenced by leverage of increased external funding. **Example:** The



IB report revealed that certain foreign funded NGO's were trying to stall developmental process in India and in turn affect its Growth.

- **Human rights:** Issue of government funding for international NGO's as many of these do accept funds from developed countries. Their independence and legitimacy is therefore suspected by the government of host countries especially by the less than democratic governments.

Way Forward:

- International funding should be based on **the principles of Utilitarianism**.
- Emulate the global best practices. **Example:** Global Fund to Fight AIDS, Tuberculosis, and Malaria works, as one important example. It's a model of success.
- The concept of **Global Social Justice** should be upheld.
- **Humanitarian Aid** should be the motive of International Funding. **Example:** Building houses in war-torn Jaffna region by India, Parliament house and schools in Afghanistan.

Conclusion:

According to John Rawls, **it is our duty as help others living "under unfavourable conditions that prevent their having a just or decent political and social regime"**. This should be the mantra for International Funding.

Q) Comment on whether it's okay for officers to join politics early or wait till retirement ? (250 words)

Reference

Why this question

The recent news of previous IAS topper having quit the service to join politics has brought the focus on this matter and the issue can be discussed from a GS4 perspective.

Key demand of the question

The question expects us to discuss the ethics behind a decision to quit civil service and join politics as a means of serving society

Directive word

Comment – When you are asked to comment, you have to pick main points and give your 'opinion' on them based on evidences or arguments stemming from your wide reading. Your opinion may be for or against, but you must back your argument with evidences.

Structure of the answer

Introduction – Highlight the incident of Shah Faesal quitting.

Body – Discuss whether it's okay for a civil servant to quit his service to join politics. Discuss the implications of such a decision and whether it leads to diminishing the value of service.

Conclusion – Give a fair and balanced view.

Introduction:

The question of civil servants joining politics has been a topic of debate for a long time. Recent incident of a J&K cadre IAS officer quitting his job to join politics needs us to mull on whether it's okay for an officer to join politics early or wait till retirement.

Body:

The ethical issues involved in joining politics before retirement:

- **Affects foundational values:** An officer resigning from his post usually has something better to look forward to. It could result into a situation where officers are lured by politicians by demanding favours in exchange for a party ticket in next election etc. This will **violate political neutrality and integrity** of an officer.
- **Affects honesty and impartiality:** There are possibilities that an officer to be in good books of political parties be biased to them. This makes him **biased and partisan** towards a party.
- **Reduced Trusteeship:** A civil servant is a **trustee** of the public. The **partisanship and closeness** to a political party can trust breaches between people and civil servants.



However, there is another school of thought which supports the civil servants joining points irrespective of resigning during job or post retirement. The argument from their side is

- The rules of the civil service and strict procedures followed by the government are in place to ensure equality and impartiality. But often these rules become an obstacle to achieving the very goal that those in the service set out to attain.
- Ultimately, it is his/her prerogative to decide the career path. The idea that one must wait till retirement to join politics is not set in stone. It's a matter of personal choice.

Way Forward:

As long as the person is imbued with an ingrained spirit of service to her/his fellow humans and is firmly wedded to the principles of constitutional democracy, she/he can definitely contribute to the nation and its citizens in different capacities.

Q) Analyze how corporates are dealing with the scourge of climate change ? (250 words)

[Financialexpress](https://www.financialexpress.com)

Why this question

The issue of climate change has taken centre stage off late and everyone is doing or is expected to do their bit to deal with the impacts of climate change. Corporate ethics require the corporates as well to put in efforts to mitigate climate change and this question enables you to examine the issue.

Key demand of the question

The question expects us to first explain why is it ethical for companies to contribute to the cause of climate change and the way in which they are doing so.

Directive word

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.

Structure of the answer

Introduction – Explain that climate change has become a pressing issue and everyone needs to do their bit to tackle the problems associated with climate change.

Body

First, discuss why is it necessary for corporates to deal with the issue of climate change –

- *Converting national climate plans into reality is a complex process that requires contribution from everyone—it needs a public-private partnership. Governments and industries must work together to ensure successful implementation of Paris Agreement commitments.*
- *Sustainability is no longer a buzzword; it's a core component of business strategy. It's an approach to creating long-term value by taking into consideration how a given organisation operates in ecological, social and economic environments. Sustainability is built on the assumption that developing such strategies foster company longevity.*

Discuss the steps taken by corporates to deal with climate change

Conclusion – give your view on the necessity of this contribution and discuss way forward.

Introduction:

Climate change has taken centre stage, with scientific reports pointing to serious effects of climate change and global warming. The urgency for global climate action cannot be over emphasised. Corporate ethics require the corporates as well to put in efforts to mitigate climate change.

**Body:**

It is necessary for the Corporates to deal with the climate change issues.

- **Trusteeship:** Corporates are a part of the society. They make use of the national resources for their progress. They are members of the society and have the duty to safeguard the climate as other citizens do.
- **Responsibility:** With industrialisation on the rise, there has been rise in corporates who are the major contributors of Green house gases. The Corporates have a responsibility to mitigate the climate change effects. **Example: CSR** is a form of responsibility on part of corporates.
- **Combined Effort:** Converting national climate plans into reality is a complex process that requires contribution from everyone—it needs a public-private partnership.
- **Sustainability:** Sustainability is built on the assumptions that developing such strategies foster company longevity. It's an approach to creating long-term value by taking into consideration how a given organisation operates in ecological, social and economic environments.
- **Credibility:** The efforts will increase the public faith in the corporates. This is a win-win for both corporates as well as climate change reduction efforts.
- **Transparency and Accountability:** As expectations on corporate responsibility increase, and as transparency becomes more prevalent, companies need to act on sustainability. The corporates must further be accountable to the citizens about the externalities.

The corporates have been proactive and at times instructed to take steps to deal with climate change. Some of them are:

- **Sustainable Raw materials:** Corporates can source raw materials from the sustainable sources. This can be done by working with farmers to reduce environmental harm. **Example: Unilever** is currently following this. It has also agreed to eliminate single use plastic packaging in the United Kingdom, where possible, by 2025
- **Recycling the Goods:** **Patagonia** makes clothes using organic cotton and recycled fabrics, including polyester, nylon and wool. Patagonia pledges 1% of sales to the preservation and restoration of the natural environment.
- **Renewable Energy Generation:** The Swedish retailer **IKEA** has invested €1.7 billion (\$2 billion) into renewable energy projects. It plans to build 416 wind turbines and has already installed around 750,000 solar panels on IKEA buildings.
- **Business Policies:** The electric-car maker **TESLA** has a code of conduct for suppliers, which includes a pledge to work to avoid harm to the environment, responsible management of all waste and efficient use of water and energy resources.
- **Climate safe technologies:** A number of the world's biggest oil-and-gas companies are ramping up their investments in low-carbon technologies like renewables and electric vehicle infrastructure. **Example: Shell:** In late 2017 the company pledged to cut the "net carbon footprint of its energy products by around half by 2050," with an interim reduction goal of 20% by 2035.

Conclusion:

- The way forward is by integrating Sustainable Development Goals into corporate strategies. Businesses need to commit themselves to the future by investing in the next generation of climate-friendly solutions. Those who adopt sustainability into their business will be better placed. Sustainable companies are more successful companies.

Q) Participation of people is sine qua non of any democratic form of government in achieving the ideal of good governance and RTI is a measure step towards this goal.

Comment. (250 words)

Reference**Directive word**

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

Key demand of the question.



The question wants us to express our knowledge and understanding about the relationship between RTI and good governance, and express our opinion as to how RTI promotes citizen participation and good governance.

Structure of the answer

Introduction– write a few introductory lines about the RTI. E.g There is very close link between right to information and good governance. Right to Information is the tool of achieving the goals of good governance.

Body-

Discuss how RTI promotes citizen participation and good governance. E.g

People who have access to information and who understand how to make use of the acquired information in the processes of exercising their political, economic and legal rights become empowered, which, in turn, enable them to build their strengths and assets, so as to improve the quality of life. And ultimately this is only the aim of good governance.

An informed citizen is better equipped to keep necessary vigil on the instruments of governance and make the government more accountable to the governed.

One of the brilliant features of RTI is that it makes public authorities answerable to the general public, which strengthen the participatory democracy. Every public authorities is required to provide reasons for its administrative and quasi judicial decisions to the affected persons.

The transformation from mere governance to good governance is possible only if the citizens of the country have right and access to information of and participation in the governance. The good governance is the governance in which people are served by their representatives not ruled by their representatives etc.

Conclusion- based on your discussion, form a fair and a balanced conclusion on the given issue.

Introduction:

Democracy requires an informed citizenry and transparency of information which are vital to its functioning and also to contain corruption and to hold governments and their instrumentalities accountable to the governed. The Right to Information Act (RTI) acts as a **“Master key to good governance”**. Right to Information is the tool of achieving the goals of good governance.

Body:

RTI promotes citizen participation and good governance in the following ways:

- **Upholds Dignity of Life:** People having access to information understand how to make use of the acquired information. This empowers them in the processes of exercising their political, economic and legal rights. And enables them to build their strengths and assets, so as to improve the quality of life. It assures the **right to freedom and speech** of an individual by the right to know/ask for information.
- **Accountability & Transparency:** An informed citizen is better equipped to keep necessary vigil on the instruments of governance. It makes public authorities answerable to the general public, which strengthen the participatory democracy. Every public authority is required to provide reasons for its administrative and quasi judicial decisions to the affected persons. There would be increase in efficiency in delivery of public services.
- **Credibility:** The transparency of the government in decision-making **increases its trust** with the people. This leads to the credibility of the governance structure. Government can gain the necessary social capital by making functioning **more citizen centric**.
- **Weeds out corruption:** The RTI act has the capability to curb the corruption that is rotting the system. The authorities are made answerable to public, this makes them more responsible. The citizens become participatory and act as second vigilance after the vigilance authorities.

Steps to strengthen RTI:

- **Repealing of the Official Secret Act.**
- Introducing an **oath of transparency**.
- To use of **multi-media campaigns in local languages** for awareness.
- Opening up the working of parliamentary standing committees for public access.



- Use of Government portals like **MyGov** for **suo-moto disclosure of information**.

Conclusion:

RTI as a whole is a great step in a democratic set up like India. It is a powerful tool that can deliver significant social benefits. It can provide a strong support to democracy and promote good governance by empowering citizen's ability to participate effectively and hold government officials accountable rather than just an information provider.

Topic- Case study

Q) You are an engineer in a plant outside a small community. You work during normal hours, but are on call afterwards; the plant operates continuously. There are some large vessels in the plant that contain hazardous vapors. Although your company has an excellent safety record, several groups in the community have expressed concerns over the danger it poses, and have published letters to the editor in the local paper every month or so.

In the middle of a winter night, your plant manager calls reporting that several feet of snow which have accumulated since yesterday have caused a section of the roof in the plant to collapse. Little more is known yet, but as an engineer you are expected to help. You are the first person the manager has called, and they need to know what step to take next.

- 1. Considering public opinion, how much must you know before notifying the public ?**
- 2. What would be your next step in this case ?**
- 3. How can you react in a safe manner while saving your as well as the company's face ? (250 words)**

Structure of the answer

Take the help of different case studies and explore different sources of information to frame your answer.

Discuss the key points-technical as well as managerial that you should get information about in order to give proper and adequate information to the public.

Discuss how you will approach the issue as an incharge of engineering department.

Discuss what information shall you divulge to the public so that it serves the legal and ethical purpose but at the same time saves yours and as well as the company's reputation.

Introduction:

Industries have become part of the society. They are present amidst us and are responsible stakeholders in the society like the citizens. The **lack of effective safety regulations from the government and industries, poor maintenance of the plants and lackadaisical attitude of the owners, employees towards risk and disaster management** are the chief causes for Industrial disasters.

Body:

In the above case study, the various stake holders are **the engineer, the plant manager, the employees, the industry, local media, government, community, and environment**.

The ethical issues involved here are:

Company's reputation at stake: The company has excellent safety record. However, safety auditing of the plant has not considered the effect of winter. It shows **lack of professional competence**.



Lack of Accountability: Although the local community members expressed concerns over the dangers posed and media published the letters every month, the company did not take any steps towards alleviating the fears of the community. This shows the **apathy and the lack of accountability of the company towards the community and society at large.**

Lack of Vision: The engineer's **lack of foresight and aptitude** to take precautionary measures before winter.

Governmental apathy: The regulatory bodies should have taken action against the company after the publishing of letters in paper. It is **dereliction of duty** of the government authorities.

In general, there is a **lack of compassion towards the larger society, environmental concerns are swept under the carpet.**

- The plant manager calls the engineer after the accident has taken place. Me as the plant-in charge will take the following steps immediately.
 1. **Order an immediate shutdown** of the work, **cordon off the area of accident** to ensure no further damage occurs to the plant as well as the community.
 2. I would **inform the local fire station, hospitals and police authorities** of the current scenario. This would avoid a disaster.
 3. I will visit the plant immediately, consult the **technical operations team** and understand the gravity of the situation.
 4. Post- analysis of the situation, I would take the **help of local media to publish a communiqué to the community** about the situation **to alleviate their fears and restrain them from taking knee-jerk actions.**
- The next steps in the case would be
 1. Post communication to the people, I would take a decision on what best can be done to minimize the damage in lowest possible time and money.
 2. Since the section of roof has already collapsed and there has been continuous snowing, it is **vital to empty the tanks of hazardous liquids.**
 3. Since conditions of construction is difficult during snow, I would look for alternatives to run the operations of company till the vessels is reconstructed. **This would help the employees and the company from being unemployed.**
 4. In the meantime, I would with the help of industrial architects and technical staff will design a structure which would overcome the previous flaws like accumulation of snow which adds weight over the structure.
 5. **Necessary regulatory permissions, industrial safety norms and authorization of construction plan** from the local authorities will be obtained for reconstruction.
 6. On the other hand, **I would request the management of company** to use the **company's CSR funds** to take care of the damage caused to the community by rebuilding the town.
- In situations of distress, it is quite common for people to lose their calm and act in a vitiated manner, especially if there are personal losses. The key here is to use the **emotional intelligence** on my part to **respond and not react.** The local community would certainly react to the situation albeit angrily and out of anxiety. My response to this situation would be as follows:
 1. To be **patient, empathize with the community** as the **company as part of society had its responsibility** which it didn't take care of in the first place.
 2. To **accept the fault** and take the necessary measures to avoid such mishaps in future. This increases the **credibility** of the company.
 3. A community's representative can be appointed in safety board of company. This will ensure the **trusteeship** of company in the community
 4. Safety audit reports of the company must be published in the local media to apprise people of the company's working. This increases **the transparency and accountability of the company towards the society at large.**
 5. Ensuring ISO norms and pollution control measures are adapted and followed thoroughly.

**Conclusion:**

The increase in the industrialization is a normal process for a country in transition from agricultural economy to industrial economy. The companies have a responsibility as a stakeholder in the society.