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GS-IV

JULY 2019



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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General Studies Paper - IV

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

Q) What do you understand by Integral humanism? Is the concept still relevant in the present political and economic conditions of India? Discuss. (250 words)

Ethics by Lexicon publications

[Indianexpress](https://www.indianexpress.com)

Why this question:

The question is based on the concept of integral humanism.

Key demand of the question:

Explain in detail the concept and its relevance in the present economical and political conditions of the country.

Directive:

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

Structure of the answer:

Introduction:

Discuss the concept in brief – Integral Humanism is a fine balance between Western Capitalism & Marxist Socialism. It avoids excesses or extremes of any of them.

Body:

Explain that as per Pt. Deen Dayal Upadhyaya principles of Capitalism or Socialism cannot be made the principles of progress & development in India. According to him, India needs to develop an indigenous economic model that puts human at the centre stage.

According to him “Humankind had four hierarchically organized attributes of body, mind, intellect and soul which corresponded to four universal objectives, kama (desire or satisfaction), artha (wealth), dharma (moral duties) and moksha (total liberation or ‘salvation’). While none could be ignored, dharma is the ‘basic’, and moksha the ‘ultimate’ objective of humankind and society. He claimed that the main problem with both capitalist and socialist ideologies is this that they only consider the needs of body and mind, and were hence based on the materialist objectives of desire and wealth”.

Discuss the relevance of the concept in all spheres – social, economic and political.

Conclusion:

Conclude with relevance of the concept even as of today in political and economic aspects.

Introduction:

- Integral humanism was a set of concepts drafted by **Pandit Deendayal Upadhyaya** as a political program and adopted in 1965 as the official doctrine of the Jan Sangh.
- Upadhyaya borrowed **the Gandhian principles such as sarvodaya (progress of all), swadeshi (domestic), and Gram Swaraj (village self rule) and these principles were appropriated selectively to give more importance to cultural-national values.**
- These values were based on an individual’s undisputed subservience to nation as a corporate entity.

Body:

- Pt. Deen Dayal Upadhyaya opined that principles of Capitalism or Socialism cannot be made the principles of progress & development in India.
- According to him, India needed to develop an indigenous economic model that puts human at the centre stage. Tracing its origins to the non-dualistic philosophy of Advaita Vedanta, integral humanism propagated the oneness of various souls, be it of human, animal or plant origin. Rejecting the intrinsic diversity based on race, colour, caste or religion, it identified all human beings as part of this one organic whole, sharing a common consciousness of national thought. And putting this into a political perspective, either then or now, it meant that Hindus, Muslims, Christians and the people of all other faiths and sects are essentially one and that their intrinsic unity should be based on this common consciousness of “Rashtriyata”.



Relevance in today's context:

Political context:

- The emphasis of “morality in politics” can be a game changer for politics in this country – resulting in less divide among people due to political leanings
- His teachings are relevant in the current context of domestic politics – where for a majority of state political parties, their only achievement until now has been their ability to calculate a “winning formula” amongst their voters.
- And the most ironical part amongst all – is that these political parties have only paid lip service to the cause of disadvantaged social communities.
- Insights from political science show how for caste-based political parties, merely winning an election based on caste and social identities becomes an end in itself.
- The only contribution such political parties make is giving to its people the psychological security of having formed a vote bank.
- Ultimately, for these state governments, providing any real development opportunities to those who are really socially disadvantaged never becomes a priority.

Economic context:

- He rejected this Western model of statism and celebrated liberal notions of individual liberty within the broader realm of collective moral responsibility.
- Just as how economists are now advocating for a public private partnership (PPP) model worldwide, similarly, he conceived the idea of a “national sector”, where right to work and safety net for the disadvantaged went hand in hand with economic entrepreneurship. And this was a principled stand.
- He himself showed door to seven MLAs from Jan Sangh who opposed the abolition of Zamindari system in Rajasthan.
- To give another instance of his practical economic logic, he opposed the centralisation of ownership which leads to corruption and hoarding of commodities.
- The move by the Food Corporation of India to rationalise the stocks that it had been hoarding in the previous regimes, speaks volumes of the practical applications for this philosophy even in the current era.

Social context:

- In the **social context**, Upadhyaya opined that there is only one nation. Thus, there isn't any minority in this nation.
- Just like how the human body has one nose and two eyes, but that does not relegate the nose to the position of a minority.
- Similarly various religious and social communities were to exist as an organic whole, very much like the parts of the same body.
- Vested interests, without understanding the deeper meaning behind this organicist thought, likes to conveniently paint this as a ghar vapsi or a re-conversion agenda.
- In the religious context, Upadhyaya's idea of a 'Ramarajya' is where the notions of unity based on a common binding force called 'Dharma' is together celebrated with the principles of political and economic decentralisation.
- Dharma or Ramarajya both have a very “secular” interpretation. Dharma is like a moral compass, which unifies the national polity, economy and society
- Thus, the philosophy of integral humanism imagines this common thread called “Dharma” to act like an intrinsic guiding principle for the state, which leads to political and social empowerment of all and penetration of economic benefits up unto the last man/woman standing (antyodya).

Conclusion:

- Integral Humanism is a **fine balance between Western Capitalism & Marxist Socialism**. It avoids excesses or extremes of any of them. It builds on an organic thought, where it imagines an Indian nation, which is guided by common principles of moral order

Q) How is technology impacting family values and ethics? Illustrate. (250 words)

Reference

Introduction:

- Technology is a powerful tool that used to connect people with education, communication, and entertainment. The influence of social media and technology affects every family in many ways.

**Body:**

- Technology has definitely benefitted families who stay far apart with easy communication, getting to know about the events in family members lives well through WhatsApp groups, chats etc, ensure safety of the family under crisis immediately etc.

However family values have largely been affected in an adverse way:

- Children's absorption in technology, from texting to playing video games, does by their very nature limit their availability to communicate with their parents. One study found that when the working parent arrived home after work, his or her children were so immersed in technology that the parent was greeted only 30 percent of the time and was totally ignored 50 percent of the time.
- Parents can struggle to gain proficiency and comfort with the new technology that their digital-native children have already mastered. This divergence in competence in such an important area of children's lives makes it more difficult for parents to assume the role of teacher and guide in their children's use of technology.
- Earlier parents had the opportunity to monitor and act as gatekeepers for their children's social lives. Technology has provided children with independence in their communications with friends and others.
- Parents are often wrapped up in their own technology, for example, talking on their mobile phones, checking email, or watching TV, when they could be talking to, playing with, or generally connecting with their children.
- There is also less sharing which means that parents know less about what is going on in their children's lives and, consequently, have less ability to exert influence over them.
- Technology has led to isolation and alienation leading to depression and ultimately rise in suicides. For instance children falling victim to Blue whale challenge.

Impact on ethics:

- Privacy is one of the biggest issues when it comes to technology and people are actively revealing their personal information on social media thus threatening themselves to be victims of cyber bullying and other cyber crimes.
- Direct communication is hardly visible and people are losing the ability to find the authenticity of news.
- Technology has given rise to more materialism leading to loss of empathy, compassion etc.

Conclusion:

- Technology is a double edged sword .So it needs to be dealt with carefully for the needs that are absolutely necessary but not as a means to avoid family time.

Q) Discuss any four essential values imparted to an individual during the primary, secondary and higher education stages, respectively. (250 words)

Ethics by Lexicon publications

Why this question:

The question aims to discuss any four essential values that shape an individual's character through the stages of education.

Key demand of the question:

Explain any four key values that you think are essentially shaped during one's educational journey.

Directive:

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

Structure of the answer:**Introduction:**

Discuss the importance of values in one's life.

Body:

Discuss the answer into parts – Essential values during primary education, secondary education and tertiary education.

Values may vary from curiosity, kindness, freedom, discipline, hard work etc.

Conclusion:

Conclude by stating their significance in life.

Introduction:

- Schools are established by society to preserve and transmit culture and lee system i.e. the role of school is perceived to develop human resource in infirmity with the norms set out by the society.

**Body:**

Some of values learnt in school and college:

- **Unconditional Love and Kindness:**
 - In most cases, if you love someone, he or she will love you back in return. This, however, is not the real meaning of love. Love should be unconditional. With more love in the world, kindness will follow and replace cruelty.
- **Honesty:**
 - Students must be taught that dishonesty and cheating are wrong, and will get you nowhere in the future. As a student, one is only hurting himself or herself by cheating, because this action will eventually catch up to you in the end with bad consequences.
- **Hard Work:**
 - When I was young, I learned that success was one percent inspiration and 99 percent perspiration. Nowadays, so many students want to cheat and cut corners in their studies because they are lazy and don't place any value on hard work. This thinking must definitely change.
- **Respect For Others:**
 - Unfortunately, in our highly competitive dog eat dog society, many people will tread on others to get ahead in life. Respect for others should include respecting different religions, races, sexes, ideas, and lifestyles.
- **Co-operation:**
 - To achieve a common goal, it is necessary for all people to work together. If this is not done, a few people may profit, but the end result for everyone will be a failure. I still believe in the motto, "united we stand and divided we fall."
- **Compassion:**
 - Compassion is defined as being sensitive to the needs of people. If there were more compassion in the world, there would be less homeless, hunger, wars, and unhappiness.
- **Forgiveness:**
 - Religion teaches us to forgive our enemies or people who hurt us. Anger in most cases is caused by unwillingness to forgive. There would be less violence and fighting in school if students could learn this moral virtue.

The problem is that the neglect of teaching moral values in schools is hurting our students and causing problems in society. If a person has never learned any moral values, how is she or he able to discern the difference between right and wrong? That is basically the essence of moral values education.

Conclusion:

- With competition and materialism flying high in today's fast-paced world, the value based Education is on a decline. Gandhiji and Rabindranath Tagore, both had stressed on the importance of Value based Education system for children.

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) What is intuition? Why intuition is considered as a special attribute of a good leader? Illustrate. (250 words)

Ethics by Lexicon publications

Key demand of the question:

The answer must appreciate the concept of intuition and in what way it is a key attribute/trait of a good leader.

Directive:

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

Structure of the answer:**Introduction:**

Begin with brief definition of intuition.

**Body:**

Intuition is the ability to acquire knowledge without recourse to inference or conscious reasoning. ... The word intuition comes from the Latin verb *intueri* translated as “consider” or from the late middle English word *intuit*, “to contemplate”.

Discuss what is intuition based on?

Explain that one of the primary reasons top leaders are able to make tough decisions is because they have learned to trust their intuitive instincts. Bill Gates says, “Often you have to rely on intuition.” The facts are great, and we need them, but sometimes it boils down to what we feel in our gut.

Conclusion:

Conclude by reasserting significance of intuition in making a good leader.

Introduction:

- Just as our body has many parts, so does our spirit and our soul. Our spirit is composed of three: conscience, fellowship, and intuition. Intuition is something we are born with. And the more we use it, the better we learn how to use it. It is the ability to understand something immediately without the need for conscious reasoning.

Body:

- **Intuition may be defined as understanding or knowing without conscious recourse to thought, observation or reason.** Intuition is currently understood to be the subliminal processing of information that is too complex for rational thought, e.g. mate choice.
- **Intuition like imagination is an innate ability of mind that manifests when consciousness transcends the wall of logic build by of our empirical experiences.** Sometimes, we know things that are to come, or to be, in our world even though we see no reason for them to be, which means that mind also contains the entirety of our sensory experience. However, it is still a cognitive process.

Intuition is a special attribute of a good leader because:

- **Intuition is the accumulation of all the experiences had:** Everything that you have experienced becomes data points in your mind, every person you have met, every success you have experienced and every failure you had to go through, the learning that you were taught, the mistakes that have become lessons are stored. as a memory chip – to be utilized.
- Intuition **bridges the information gap.** Most of the times, decisions have to be taken in the void, where the potential consequences cannot be assessed.
- Intuition is something that **provides understanding and judgment without any rational justification.**
- **Take action based on Vision:** Intuitive leaders are not motivated by external goals; they are inspired by inner Vision. This subtle yet powerful shift of personal meaning and value, cultivates an expanded awareness that enables them to see and apply solutions where others cannot and allows them to meet the mission statement of their business in unique and often groundbreaking ways.
- **Let go of things that are no longer working or viable:** Intuitive leaders do not spend a lot of time focused on things that don't move the vision forward. They are able to elegantly move through difficult choices, perceived failures and situations that require them to jettison unnecessary protocol.
- **Allow others on their team to thrive, excel and contribute:** Intuitive leaders are powerfully aware that they are only a part of the whole. As people who feel and sense things deeply, they know how to support and encourage members of their team by creating trust and connection, thus generating a safe yet energized environment that brings out the innovative best in everyone
- **Ask evolved questions:** Intuitive leaders know that empowered questions lead to empowered answers. Questions such as ‘How can we be different?’ ‘How can we be a better example of sustainable enterprise?’ ‘How can we serve people in a more enlightened way?’ will generate more beneficial results than questions like, ‘How can we do less and make more?’ ‘How can we improve our bottom line?’ or ‘How can we squash the competition?’
- **Able to cultivate solutions and courses of action in multiple directions:** Intuitive leaders do not take action based on linear thinking. That is A leads to B, leads to C. Their expanded vision allows them to design and successfully implement action plans that move in multiple directions at the same time empowering innovation and influence far more quickly than their logical counterparts.

Conclusion:

- Leaders can be more innovative and creative than others, because they don't use their control of their thinking mind, they let go of what they know to let all the dots of their mind connect, to let come in new information, in a way, that we cannot do for ourselves.



- As Albert Einstein said “the intuitive mind is a gift and rational mind is a faithful servant, we have created a society that honours the servant but forgot the gift”.

Q) Why does self-control sometimes fail to act as an internal system of restraint ? Illustrate with suitable examples. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the concept of self-control.

Key demand of the question:

Explain in detail what is meant by self-control and provide for different perspectives.

Directive:

Illustrate – A similar instruction to ‘explain’ whereby you are asked to show the workings of something, making use of definite examples and statistics if appropriate to add weight to your explanation.

Structure of the answer:

Introduction:

Define self-control.

Body:

Self-control, an aspect of inhibitory control, is the ability to regulate one’s emotions, thoughts, and behavior in the face of temptations and impulses.

Explain that Self-control is the skill needed to achieve any goal or desired outcome. People with a lot of self-control have the motivation and ability to override their unwanted impulses and desires.

Explain what happens when people fail to exercise self-control, discuss its relevance in various walks of life – private, public even its effect on civil servants; one can detail using suitable examples.

Conclusion:

Conclude with its importance. sometimes one acts in accordance with their deliberative better judgment, and sometimes one fails to do so, choosing a course of action in total conflict with those better judgments,

It must then have to do with the individual’s inner system of self-control — that set of principles that govern their particular mind and behavior.

Introduction:

- Self-control, an aspect of inhibitory control, is the ability to regulate one’s emotions, thoughts, and behavior in the face of temptations and impulses.
- It is the ability to subdue one’s impulses, emotions, and behaviours in order to achieve longer-term goals—is what separates modern people from their ancient ancestors and the rest of the animal kingdom.

Body:

Reasons why sometimes self-control fails to act as restraint mechanism:

- Self-control frequently fails despite the best intentions of the person. For example, quitting smoking is not a simple matter of wishing away an addiction. Smoking cessation requires a great deal of effort to fight the urge to smoke.

Unfortunately, people often lose this battle and start smoking again.

- Temptations and Desires.
- Lack of integrity of mind
- Reduced will power
- Greed
- Extreme emotions like anger, delight, depression etc.
- Desperation

The most popular experiment conducted for self-control failure

- One of the most famous studies of self-control is known as “the marshmallow test,” which found that children who were able to resist eating one marshmallow—in order to be rewarded with two in the future—later showed higher academic achievement than those who had wolfed the treat down immediately.
- The study’s results seemed to indicate that self-control is an innate ability with wide-reaching implications for people’s lives, but later studies have suggested that self-control actually changes significantly over a lifetime, and can be improved with practice.

**Conclusion:**

- Without self-control, the person would carry out his or her normal, typical, or automatic behavior or engage in immediate, short-term focused actions.

Q) Discuss the following terms in detail:

a. Grit b. Fortitude c. Work culture (250 words)

Ethics by Lexicon publications

Key demand of the question:

Explain the terms in detail and suggest their relevance in one's personal and public life.

Directive:

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

Structure of the answer**Introduction**

Start your intro by your understanding of the word. For eg. Grit means to have the passion and perseverance to achieve long term goals.

You may also start your intro by giving example of great personality and their quality. For eg. Nelson Mandela, leader from South Africa changed the world for the better through his passion and perseverance. His lifelong goal, similar to Martin Luther King, Jr., was to achieve equal rights for non-white people in his country.

Body of the answer

First explain the importance of the word in real life and more importantly public administration.

Support your explanation with help of examples. You can give some real-life example where you have shown such quality or give examples related to administration.

Conclusion:

Conclude by suggesting how one can strengthen these qualities.

- Grit:** is a positive, non-cognitive trait based on an individual's perseverance of effort combined with the passion for a particular long-term goal or end state. It is the firmness of character; indomitable spirit which cannot be crushed so easily. It is a powerful motivation to achieve an objective. This perseverance of effort promotes the overcoming of obstacles or challenges that lie on the path to accomplishment and serves as a driving force in achievement realization.

E.g.: In 2015, a humble security guard's sweat and grit paid off, when after his third attempt, his son cleared the country's most coveted UPSC exam. With an All India Rank of 242, Kuldeep Dwivedi is an officer with the Indian Revenue Services.

- Fortitude:** It refers to the strength of mind that gives one the capacity to endure adversity with courage. Any individual engaged in public service will face multiple challenges in the fulfilment of their goals. A person with fortitude will not give up easily, and despite disappointing results or setbacks, will continually fight to improve the system. adversities could be in form of "dilemmas", "conflicts of interests", " sound decision making", " to face fake cases against an honest officer", " time management", "striking a balance between personal and professional life", " to fight corruption"

E.g.: A situation where a disaster like an earthquake has taken place requires immense fortitude. This attitude ensures peace and attracts positivity. It leads to courageous people coming out to face the truth.

- Work Culture:** Work Culture or Organization Culture is set of collective beliefs, values, rules and behaviour which organisation as whole conforms to. In a layman approach it is culture that a group as an organisation follows. Culture varies with family, region, social class and hence in work environment. Its constituents include Management style, business values, physical environment, dress code etc. It is imperative important for every organization irrespective of country and it differs from country to country and sometimes within a country. It helps in employee satisfaction and increase the productivity of the companies.

The reputation and profits of any organisation rests on the ethics and values of its employees. Promoting ethics in the workplace creates a positive culture for managers and employees, as well as a successful business.

So developing an ethical culture is imperative.



Q) Honesty and truthfulness have to be practiced and balanced with delicate diplomacy on some occasions. Analyse. (250 words)

Ethics by Lexicon publications

Why this question:

The question aims to analyse the art of diplomacy that is required by an individual to profess honesty and truthfulness.

Key demand of the question:

Explain in detail the significance of honesty and truthfulness and in what way it becomes necessary that art of diplomacy is required to profess these virtues.

Directive:

analyse – When asked to analyse, 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:

Define truthfulness and honesty.

Body:

Explain the significance of these virtues first and with a suitable example explain in what way some bit of diplomacy is required to profess these virtues in specific conditions.

One must quote occasions to bring out the need of diplomacy in such conditions.

Conclusion:

Conclude by suggesting way forward and importance of diplomacy.

Introduction:

- Honesty is not just about telling the truth. It's about being real with yourself and others about who you are, what you want and what you need to live your most authentic life.
- Honesty promotes openness, empowers us and enables us to develop consistency in how we present the facts. Honesty sharpens our perception and allows us to observe everything around us with clarity.

Body:

- Both honesty and truthfulness are virtues of human beings. It defines their character and attitude. We have always been taught that honesty is the best policy, and that to lie is a bad thing to do. As we grow older, we realise that in many situations it is a good idea to keep quiet or, better still, be diplomatic and tactfully handle sensitive issues. The line dividing honesty and diplomacy is a thin one. We have to be careful in deciding when to be honest and when to be at our diplomatic best. We also have to decide whether we should be absolutely candid, or use the truth as a matter of convenience.
- Here the recent case of captured soldier by an enemy force holds good. Although the soldier is forced to reveal the information, the soldier doesn't reveal the truth to safeguard the national interest. The case of RAW and IB agents and IB officers also hold good.

Conclusion:

- Diplomacy protects us in the short term, but it is honesty that brings long-term benefits and permanent gains. Honesty and diplomacy, however, are not mutually exclusive.
- It takes tact and courage to speak the truth at the right time in the right manner, without being abrasive.

Q) What do you mean by integrity? Why integrity is called the supreme quality of leadership? What is the relation between honesty, integrity, and probity in administration? Discuss. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the concept of integrity and how it is a supreme quality of leadership.

Key demand of the question:

Explain in detail what you understand by integrity, bring out its importance and then provide detailed correlation between honesty, integrity and aptitude.

Directive:

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



Structure of the answer:

Introduction:

Define integrity – Integrity is a term used to describe a person's level of honesty, moral commitments, and willingness to do what's right.

Body:

Discuss why is integrity important?

Integrity is an essential quality of successful leadership because:

Integrity as wholeness, i.e., integrity consists of a manager's personal values, daily actions, and basic organizational aims.

Integrity as consistency between words and actions, i.e., a demonstrated consistency with regards to social behaviour. Etc.

Then move onto discuss relation between Honesty, Integrity and Probity in Administration.

Provide for case studies.

Conclusion:

Conclude by re stating the importance of integrity in all spheres of life.

Introduction:

- Integrity is the practice of synchronisation of thought, words and actions. It can be correlated to honesty but unlike honesty it's more a professional value.
- It's related to institution. It advocates sacrifice of personal gains in favour of organisational objectives

Body:

Integrity in its bare-bones essence means **adherence to principles**. It is a three-step process:

- Choosing the right course of conduct
- Acting consistently with the choice even when it is inconvenient or unprofitable to do so
- Openly declaring where one stands.
- Accordingly, integrity is equated with moral reflection, steadfastness to commitments, trustworthiness

Integrity is supreme quality of leadership – Dwight Eisenhower

- If leader acts with integrity, that leader will treat the employees' right and do what's best for the business.
- Ethical behavior starts at the top and allows companies to create a culture that values integrity.
- Leaders with integrity actually strengthen the business. Companies with strong, ethical management teams enhance their ability to attract investors, customers and talented professionals.
- The link between integrity and trust cannot be overestimated in the leader-employee relationship.
- Leaders with integrity hold themselves accountable not just to their superiors but also to their peers and staff.
- They treat everyone fairly, regardless of a person's standing in the organization.

Probity, honesty and Integrity:

- Probity entails integrity, uprightness and honesty.
- For Government workers and agencies, maintaining probity involves more than simply avoiding dishonest conduct.
- Probity is also considered as being incorruptible.
- Probity in Governance also elucidates that apart from the traditional civil service values of efficiency, integrity, accountability and patriotism, it is essential for civil officers to instruct and adopt ethical and moral values.
- It includes probity in public life, respect for human rights and compassion for the downtrodden and commitment to their welfare.

Conclusion:

- Present day civil servants need to perform multiple functions of giving suggestions to political representatives, addressing public grievances, institutionalisation of the socio economic changes, delivering goods and services. Hence a value committed bureaucracy is need of hour.

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

Q) Explain the difference between animal consciousness and human consciousness. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based upon the theme of consciousness.



Key demand of the question:

One must compare and contrast the consciousness of humans and animals and the intent of the question is to appreciate the superiority of human consciousness.

Directive:

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

Structure of the answer:

Introduction:

Explain first what you understand by consciousness.

Body:

Explain that the differences between consciences are a matter of content. A brain experiences thing with the help of representative models stimulated more or less intensely according to the information that reaches it from the outside on the one hand, and that it generates intrinsically on the other hand. Animals have different contents of humans, coarser for most mental functions, but more elaborate on some specific points. They all have a language, less verbose of course than that of humans, but which nevertheless allows them to exchange essential information for their species. For example the dog consciously experiences a palette of olfactory representations probably as rich as the range of our own visual images.

Highlight thus the importance of human consciousness.

Conclusion:

Conclude by reasserting the significance of consciousness in one's life.

Introduction:

- Consciousness is the state or quality of awareness or of being aware of an external object or something within oneself. It might be broadly described as an awareness of internal and external stimuli, having a sense of self and some understanding of ones place in the world.

Body:

Difference between animal consciousness and human consciousness:

- The first of the criteria for consciousness is the capacity for language. The fact that animals presumably have the organs to do so but do not exhibit this tendency led both Descartes and Locke to reject the concept of animal thought.
- Another source of difference is the distinction between rational choice and reasoning and instinct and behavior modification. Attributing consciousness to animals is dependent on whether or not they are capable of the first or slaves to the latter. It is humanity's ability to make logical decisions freely and independently, drawing on various avenues of information to come to a conclusion that makes us more than impulse-driven machines.
- The third element of consciousness that differs involves the ability for introspection; to recognize oneself as an individual with an awareness of the effects of one's actions.

Animals have different contents of humans, more coarse for most mental functions, but more elaborate on some specific points. They all have a language, less verbose of course than that of humans, but which nevertheless allows them to exchange essential information for their species. Some sensory sensors, in animals, are more efficient than ours. For example the dog consciously experiences a palette of olfactory representations probably as rich as the range of our own visual images. Of course he does not build, above, a conceptual universe as complex as ours.

Conclusion:

- Human consciousness is by definition subjective and private. Like humans, animals display different behaviours depending on levels of consciousness. It is necessary that our actions be guided by human consciousness for the well being of family, society and nation.

Q) Humility is the mother of all virtues, purity, charity and obedience. Comment. Do you consider yourself humble? How can you prepare yourself to become humbler? Discuss. (250 words)

Reference

Why this question:

The question is to analyse the importance of the virtue of humility and in what way it is the mother of all virtues.



Key demand of the question:

Explain in detail what you understand by Humility, its significance and one has discuss their personal experience and conclude with how one can be humble in life and what are its implications.

Directive:

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

Structure of the answer:

Introduction:

Explain what you understand by Humility.

Body:

Explain the virtue of humility – Humility in true sense is not inflating oneself with ego despite of all the praises and respect offered for one's work. Humility is at the foundation of all the virtues as said by Confucius is a profound statement with lot of depth in it.

Humility can free our mind from getting clouded by all the praises and respect. Humility counters ego which can be dangerous for further growth and development. With no ego in mind, one can invest his energy in more creative ideas.

Humility thus must be seen as virtue that makes you into someone that has the capacity of accepting or developing other virtues.

Then move on to explain humbleness in your own personal life experience and suggest ways that make a person humbler.

Conclusion:

Conclude by reasserting significance of humility in one's life.

Introduction:

- Humility in true sense is not inflating oneself with ego despite of all the praises and respect offered for your work. Humility is at the foundation of all the virtues as said by Confucius is a profound statement with lot of depth in it.
- To understand it we must understand what humility can do to us. It shows the importance of humility for a person.

Body:

Humility is mother of all virtues:

- Humility in true sense is not inflating oneself with ego despite of all the praises and respect offered for your work.
- Humility is at the foundation of all the virtues as said by Confucius is a profound statement with lot of depth in it.
- Humility can free our mind from getting clouded by all the praises and respect.
- Humility counters ego which can be dangerous for further growth and development.
- With no ego in mind, one can invest his energy in more creative ideas.

Mother Teresa, Dr. APJ Abdul Kalam are few individuals who were epitome of humility.

An individual can become humbler by:

- Respecting other human beings and treating all equally.
- Wiping out all prejudices and stereotypes.
- Staying grounded and not showing superiority complex.
- Accepting mistakes and learning from them.
- Being tolerant to other's views and heeding to their concerns.

Conclusion:

- Humility is thus a virtue that makes you into someone that has the capacity of accepting or developing other virtues. It is similar to a potter who converts a load of mud into a vessel that can contain water and also keep it cool.
- If it has not been for the potter, the mud could never have developed the capacity to hold water within itself. Similar is humility. It is like a potter's hands that shape an individual into a form which can be used to cultivate other profound virtues like – patience, hard work, perseverance, and many more.



Q) Medical field is losing its ethics and values nowadays. Elaborate upon the factors that have caused corrupt practices to thrive in this noble field. (250 words)

Ethics by Lexicon publications

Reference

Why this question:

The question is based on the corruption marring the medical profession in the country.

Key demand of the question:

One has to discuss the loss of ethics and values that is being witnessed in Medical field off late and the factors responsible for it.

Directive:

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

Structure of the answer:

Introduction:

In brief suggest the importance and relevance of ethics and values to the field of medical practice.

Body:

Explain that Corruption, an undeniable reality in the health sector, is arguably the most serious ethical crisis in medicine today. Then discuss how it is complex because of its deep roots in the social, cultural, economic, political, legal, and ethical value systems of individuals, communities, cultures, and countries.

Discuss what are the forms of corruption in healthcare and medicine? – Bribes and kickbacks, Theft and embezzlement, absenteeism (not attending work but claiming salary), Use of human subjects for financial gain, institutionalized potential corruption, unethical clinical trials etc.

Provide for case studies if possible, to justify better and suggest the need for inculcating ethics and values in the medical industry.

Conclusion:

Conclude that it is time to acknowledge that corruption in healthcare entails crimes against humanity. There is no room for complacency- history will not forgive physicians and bioethicists if they fail in their moral duty to safeguard the cause of ethics in medicine when it is necessary.

Introduction:

- In India, the doctors are considered as equivalent to gods (“Vaidyo Narayano Hari”). Medical profession which was once a respected line of work but today is corrupted at every level, from medical education to medical practice, and in both the private and government sectors.
- It calls for doctors, the government and the public to act against dishonest doctors, restore the dignity of the profession and work for the benefit of society.

Body:

Factors that have caused this pathetic situation:

- The situation has become so bad that patients today approach the doctor with mixed feelings – of faith and fear, of hope and hostility. This leads to a distorted doctor-patient relationship, with high chances of exploitation both ways – doctors may fleece patients and, if some lacunae are exposed in treatment, patients or their relatives may blackmail doctors.
- Such unethical practices may no longer be cause for comment. But there are many reports of doctors actually committing crimes – distorting medical reports in medico-legal cases, providing false certificates to protect criminals, sexually assaulting their patients, and even trading in human organs
- It goes without saying that such criminal doctors are in a minority. Unfortunately their number seems to be increasing
- There are reports of doctors amputating the limbs of poor people at the bidding of the begging mafia. Poor people who resisted the extraction of their kidneys have reportedly been operated upon at gunpoint. The list of such practices is endless. It starts in medical college as MBBS seats are sold for lakhs of rupees. This is merely the tip of the iceberg.
- Rampant corruption exists at every level, from medical college admissions, getting a degree, to registration with the medical council. Question papers have been leaked and “jockeys” have written medical examinations on behalf of students.



- Medical college managements are known to charge unofficial “donations” in addition to official fees. Students have been reported to bribe faculty to get good reports, and doctors have been reported to pay bribes to get registered with the state medical council
- Sex determination tests are performed though they are illegal. Doctors are known to prescribe unnecessary diagnostic tests, hazardous drugs and inappropriate surgical procedures, all for the kickbacks they receive from the healthcare industry
- Against the recommendations of the WHO that the total health expenditure should be 6.5% of the gross national product (GDP), India spends only 4.8% of GDP on health. Further, public health expenditure is just 1.2% of GDP, or barely 25% of the total health expenditure; the rest of the money is paid by patients directly to private doctors and hospitals
- The dubious functioning of regulatory bodies of the medical profession, namely the Medical Council of India (MCI) and the Indian Medical Association (IMA), has helped spread corruption in the profession.

Way forward:

For doctors:

- Refuse to take bribes.
- Collectively publicly oppose outside interference – political, bureaucratic or otherwise.
- Make a commitment to rational drug use, referral and evidence-based interventions.
- Shun erring colleagues.
- Refuse to accept any favours from pharmaceutical companies.
- Follow medical ethics and treat poor patients the same as rich ones.

For Government:

- Evolve a transparent system for the allocation of funds, for deciding the location of medical facilities and for the posting of medical personnel; this system must be insulated from political and other interference.
- Have people of integrity conduct prompt enquiries into reports of medical corruption, and take prompt action on the basis of these reports.
- Let doctors know that transgressions will be met with punishment. Medical corruption is not a crime committed in the heat of the moment. It is calculated and based on greed, and the punishment must be severe and deterrent.
- Plug the loopholes in the law on human organ transplants that enable transplant tourism and marriages for the purposes of kidney “donation”. A campaign must be started to dispel myths on cadaveric donations. The transplant programme must include a computerised national database, efficient transportation and a network of state-of-the-art transplantation centres with expert surgeons.
- Reward upright doctors to encourage role models for new entrants in the profession.
- Tackle the problem of doctors shunning government service.
- Support and protect whistleblowers who report medical corruption.
- Form a task force to defend high ethical standards in the medical profession and to fight corruption in public healthcare.

Public:

- acting as a watchdog reporting corruption or wrong doing;
- checking unscrupulous elements who blackmail doctors in cases of inadvertent lapses in medical treatment;
- being more responsive to the stress that doctors have to deal with, and
- Running awareness groups to educate people on the necessity of organ donation and to encourage the framing of laws that would empower medical authorities to extract organs of unidentified and unclaimed dead bodies within the stipulated time for organ revival.

Conclusion:

- Corruption is spreading its tentacles far and wide in the medical system. To restore its noble and distinct status, all sections of society must work together to stamp out the biggest killer in the medical system – corruption.

Q) Young people with ethical conduct are not willing to come forward to join active politics. Suggest steps to motivate them to come forward. (250 words)

Introduction:

- In India, the word politics over time has come to be associated with corruption, political manipulation, opportunism, nepotism, along with weak moral integrity and character of political leaders. The flexing of muscle and money power in politics has made young people with ethical conduct wary of joining politics.

**Body:**

Following steps can be taken to motivate them to come forward:

- **Youth parliament:** can be conducted to instil interest in political issues and desire to become political leader.
- **Role modelling:** highlighting the stature and role of important leaders like Mahatma Gandhi, Netaji Subhash Chandra Bose, Pt. Jawaharlal Nehru, Lal Bahadur Shastri etc in nation building.
- **Use of Emotional intelligence:** to rouse the feeling of patriotism and projecting politics and a mean to express the value of the love for nation.
- **Healthy political debates:** to involve more intellectual and rational youths.
- Electoral reforms which must include steps to curb corruption and criminalization in politics
- **End of dynastic politics:** and merit based party position will attract more talent in politics. Students with specific knowledge on society, economy, and political science etc must be given preferences and respect within the parties.
- Annual meeting of young M.P's and MLA's can be organized across the country by Election Commission to attract young talent in politics.
- Voters must also demand person of strong ethical conduct and integrity to become their representative. NOTA can be used in this regard.
- Examples of foreign nation with young leaders heading their countries must be highlighted.
- Politics over religion, caste, reservation, language etc must be replaced by politics over development and justice.
- **University elections** need reforms like non-involvement of political parties and strict vigilance over use of money and muscle power.

Conclusion:

- Youth has always driven various segments of our society. Their energy must be channelized towards the right ends.

Q) A nuclear war cannot be won and must never be fought. The only value in possessing nuclear weapons is to make sure they will never be used. But then would it not be better to do away with them entirely? Critically analyse the statement from ethical perspective. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the war ethics and principles and is about nuclear deterrence.

Key demand of the question:

Explain the ethical perspectives involved in the question statement and in what way doing away with nuclear weapon is the ultimate end and road to peace of the world.

Directive:

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

Structure of the answer:**Introduction:**

Discuss the essence of the question statement.

Body:

The statement was given by Ronald Reagan. He saw that nuclear deterrence was flawed in its very essence and that this error had led to a whole edifice of reasoning about deterrence that also was flawed.

Nuclear weapons were, and are, the gravest threat to humanity's survival. Their effect in preventing wars has been overrated and reports of the damage they cause tend to be brushed aside.

New studies show the major impact of their use on the climate and agriculture beyond all the other effects that we knew about previously.

Thus, conclude that nothing can make such wars ethical or moral.



Conclusion:

Conclude that “a nuclear war cannot be won and must never be fought.” The statement holds true even today and as well in future.

Introduction:

- Ronald Reagan coined the phrase and Gorbachev endorsed it at their Geneva Summit. Yet, at that time, and to this day, both powers retain the option of initiating nuclear war. Not all nuclear powers retain that option; India and China have both renounced it from the moment each acquired nuclear weapons.
- However, today all the P5 nations and others like India, Pakistan, Israel, Iran possess the nuclear weapons which if triggered could obliterate the human existence on world.

Body:

Countries must do away with nuclear weapons completely:

- Nuclear weapons were, and are, the gravest threat to humanity's survival.
- The horrors of nuclear war still ring in the minds of people as seen during the Hiroshima and Nagasaki bombings during the 2nd world war.
- Their effect in preventing wars has been overrated and reports of the damage they cause tend to be brushed aside.
- New studies show the major impact of their use on the climate and agriculture beyond all the other effects that we knew about previously.
- To depend on nuclear deterrence indefinitely into the future, especially when other means of deterrence are available, is foolhardy.
- Possessing nuclear weapons by a country will propel the neighbours also to possess the nuclear weapons, in turn leading to proliferation.
- If the nuclear weapons come under the control of non-state and anti-state actors, it could pose grave threats given the instability and enmity in the world.

However, countries still possess nuclear weapons:

- The possession of nuclear weapon is considered as national security measure.
- Utilitarianism claims that, “the aim of action should be the largest possible balance of pleasure over pain or the greatest happiness of the greatest number.”
- Therefore, the fundamental basis of this principle is that agents, in this case military strategists, should strive to produce the greatest amount of long-term satisfaction or pleasure for people as possible.
- It is nearly impossible to calculate a quantitative outcome by comparing deterrence with disarmament. This is because it is hard to calculate the probability of what action the opponent is going to choose.
- Even if a country possesses nuclear weapons, but is against using them, there is nothing preventing aggressor nations with the same technological capabilities from using them.

Conclusion:

- Nuclear deterrence in itself can be viewed as an immoral act on the grounds that it is putting the lives of innocent civilians at stake.
- Further, disarmament can be seen as the moral alternative to deterrence because the worst possible outcome is less catastrophic than if deterrence proved unsuccessful and the retaliating country is forced to attack.

Q) ‘The civil servant who is not feared is not respected and so are his decisions’. Critically analyse. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the work culture that a civil servant is expected to profess.

Key demand of the question:

The answer must discuss in what way the working of the civil servant and work culture of the organization depend more on the nature of the employees. If in the organization, work is inherently distasteful

to most people, and they attempt to avoid work whenever possible, then administrator needs to be more authoritarian and actively intervene to get things done.

Directive:

Critically analyse – When asked to analyse, you have to examine methodically the structure or nature of the topic by separating it into component parts and present them as a whole in a summary. When



‘critically’ is suffixed or prefixed to a directive, one needs to look at the good and bad of the topic and give a fair judgement.

Structure of the answer:

Introduction:

Discuss in brief the context of the question first.

Body:

In governance and administration, role of fear and respect both are important. If an administrator is weak, malleable, palpable, permissive and compromising on all issues, he/ she loses the element of fear among those who do not comply with laws and directives. But use of force to generate a reasonable amount of fear should be used scrupulously and with a human approach marked by a sense of proportionality with respect of the gravity of non conformation or compliance. The primitive societies, the nascent democracies or failing states which have weak institutions and which lack people’s trust; it becomes inevitable to use brute power for compliance of law and order.

However, the statement that the civil servant who is not feared is not respected and so are his decisions, denotes a coercive approach of governance. This does not work well in the medium and long term and there are boomerang effects, protests, and resistance and finally, it may lead to distrust, disorder, and anarchy.

Conclusion:

Conclude by reasserting need for a balanced approach.

Introduction:

- The above statement shows the colonial way of working of the bureaucracy. This approach is more traditional conventional approach of decision making. Back in the day

Body:

It emerged in the times when decisions were taken at higher level and lower level officials only implemented it. This is true depiction of Max Weber’s bureaucratic hierarchy. It is still very highly followed in military police security agencies. The benefits of this approach are

- It ensures discipline in organization.
- Coherence in implementation of the policies
- Time bound completion of projects.

However this approach has lots of limitations.

Thus, there has been a different approach in today’s administration.

- Conception of leadership itself has been changed now.
- Rather than fear it is mutual respect which works better in today’s organisation.
- It is not true that fear gives respect.
- It doesn’t take creativity and potential present at various levels of organisation.

Conclusion:

- During decision making if all the concerned people are involved in it; it makes decision more closer to reality and better chance of success.
- This involves an element of Emotional Intelligence in the decision making. Recent thrust on decentralization and participative decision making is the process in this.

Q) It is often said that” individuals have morality while groups have ethics”. Do you agree? Explain with examples. (250 words)

Ethics by Lexicon publications

Why this question:

The question aims to analyse the concepts of morality and ethics and in what way they can be distinguished from one another.

Key demand of the question:

Explain in detail the concepts of morality and ethics applied to individuals and groups.

Directive:

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

Structure of the answer:

**Introduction:**

In brief define what is morality, what is ethics.

Body:

Morality and Ethics both concern themselves with what is right and what is wrong. Morality is set of principles that an individual considers being right. Whereas ethics is set of principles that a homogeneous group of people considers as right. Although both have a separate existence, they work in tandem with each other.

Morality is person specific. Although it is derived from the value system outside, the individual believes that the particular action is desirable from her, irrespective of another person's view. It depends upon her understanding of things. Ethics on the other hands is set of moral values established in the given group of people as given point of time. Ethics often takes the form of traditions, laws. It is what society as a whole considers moral.

Quote relevant examples to justify better.

Conclusion:

Conclude with relevance of such concepts in ethical conduct of one's life.

Introduction:

- Morals are the beliefs of the individual or group as to what is right or wrong. A **moral precept** is an idea or opinion that's driven by a desire to be good.
- Ethics are the guiding principles which help the individual or group to decide what is good or bad. An **ethical code** is a set of rules that defines allowable actions or correct behavior.

Body:

- A person's idea of morals tends to be shaped by their surrounding environment (and sometimes their belief system). Moral values shape a person's ideas about right and wrong. They often provide the guiding ideas behind ethical systems.
- Ethics are distinct from morals in that they're much more practical. **An ethical code doesn't have to be moral. It's just a set of rules for people to follow.** Several professional organizations (like the American Bar Association and the American Medical Association) have created specific ethical codes for their respective fields.
- In other words, an ethical code has nothing to do with cosmic righteousness or a set of beliefs. It's a set of rules that are drafted by trade groups to ensure members stay out of trouble and act in a way that brings credit to the profession.
- It's important to know that what's ethical isn't always what's moral, and vice versa. Omerta, for example, is a code of silence that developed among members of the Mafia. It was used to protect criminals from the police. This follows the rules of ethically-correct behavior for the organization, but it can also be viewed as wrong from a moral standpoint.
- A moral action can also be unethical. A lawyer who tells the court that his client is guilty may be acting out of a moral desire to see justice done, but this is deeply unethical because it violates the attorney-client privilege.

Conclusion:

- Both morality and ethics loosely have to do with distinguishing the difference between "good and bad" or "right and wrong."

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

Q) What is the role of perception in generating our views over complexities, conspiracies and obstacles around us while pursuing our objectives? How does attitude help us to conquer such difficulties in performing our duties? (250 words)

Ethics by Lexicon publications

Why this question:

The question is to evaluate the role of perception and in what way it affects once behaviour and attitude.



Key demand of the question:

Explain in detail the how perception decides on situations, generating our views over complexities, conspiracies and obstacles around us. Discuss then the role attitude of an individual has to play in deciding one's perception.

Structure of the answer:

Introduction:

Define what you understand by perception.

Body:

One needs to explain the inter relationship between perception and attitude, in what way one influences the other. One can explain it using simple examples from day to day life.

Discuss how right attitude can lead to right perception and help resolve problems and profess duties in right manner.

Conclusion:

Reassert the role of right attitude .

Introduction:

- Perception is the organization, identification, and interpretation of sensory information in order to represent and understand the presented information, or the environment.
- It is a process by which people regard, analyze, retrieve and react to any kind of information from the environment. For example, some people feel happy about earning money while others feel happy about spending money.

Body:

Role of perception:

- Perception is very important in understanding the human behaviour, because every person perceives the world and approaches the life problems differently- Whatever we see or feel is not necessarily the same as it really is.
- If people behave on the basis of their perception, we can predict their behaviour in the changed circumstances by understanding their present perception of the environment.
- With the help of perception, the needs of various people can be determined, because people's perception is influenced by their needs. Like the mirrors at an amusement park, they distort the world in relation to their tensions.
- Perception is very important for the manager who wants to avoid making errors when dealing with people and events in the work setting. This problem is made more complicated by the fact that different people perceive the same situation differently.
- Perceptions help in shaping up a person's goal and his/her outlook on life. It's the thing that initiates anyone to find their purpose in life.

Attitude, on the other hand, is the person's actual feeling or way of thinking about something or someone based on their perceptions. Attitude is reflected in one's behaviour towards something or someone.

- The cognitive component is what we perceive an objects, event, or situation-our thoughts, beliefs, and ideas about something. In its simplest form the cognitive element is a category that we employ in thinking.
- Our attitude is a product of how we come to terms with our perception of reality. Your attitude, in its essence, is how you choose to deal with every situation thrown your way and the consequences of every choice you make.
- When people have the right attitude they are both motivated and adaptable which makes them more open to learning new skills.
- We're always going to face challenges, difficult times, and it's in these moments that things like determination, tenacity and resilience come to the fore. Having the right skills but lacking the will to use them isn't going to help us overcome the challenges and achieve success.
- Positive attitude creates positive environment. It's only when we are positive we can give positive vibration to people we meet, work together and life together and when they receive positive vibration they respond you positive.
- Example: Dr. APJ Abdul Kalam- When the whole world was critical of us and waiting for our downfall, it was this man who dreamt of India as a Nuclear power. That India which makes world turn its head towards us. It was that positive attitude in him, that convinced the government of the day of Atal Bihari Vajpayee to approve a critical Nuclear test i.e. Pokhran-2.



- Sourav Ganguly: When he took up the captaincy of Indian cricket team, it was engulfed in many controversies. But it was his attitude/belief that we can become number one side in world, that changed his behavior towards game on field and that transformed the team to where it is today in world arena.

Conclusion:

- It is only the right attitude, which gets us good results. Attitude is the one which decides whether a person is successful or failure. Positive attitude in life will change failure also to success but negative attitude will change even an opportunity into threat or trouble.

Q) What is international morality? Discuss its relevance in international politics. (250 words)

Why this question:

The question is based on the theme of international morality.

Key demand of the question:

The answer must discuss the concept of international morality in detail and its relevance in international politics.

Directive:

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

Structure of the answer:

Introduction:

Begin with definition of international morality.

Body:

International Morality consists of moral principles which are endorsed by a number of nations. The rules of customary International Law reflect International Morality. One of the major sources and sanctions of International Law has been International Morality.

Explain that the behaviour of states is regulated by International Law and International Morality, the former as the legal code and the latter as the moral code. Both these codes constitute important and valuable limitations on the national power of each state and, as such, perform the essential function of maintaining order in international relations.

Discuss its relevance in international politics.

Conclusion:

Conclude with way forward.

Introduction:

- International Morality consists of moral principles which are endorsed by a number of nations. The rules of customary International Law reflect International Morality. One of the major sources and sanctions of International Law has been International Morality.

Body:

- The Charter of the United Nations reflects International Morality in many of its provisions, for example, in calling for respect of human rights and fundamental freedoms without discrimination as to race, sex, language or religion. The moral desirability of peace is formally affirmed almost universally, though with provisions and conditions attached.
- **War is now recognized as immoral** and even when it has to be resorted to, the nations accept and follow limits on methods of waging it." Thus there exists an **international code of moral values** which is popularly called International Morality.

Relevance in International politics:

International Morality is a factor which influences the role of international decision makers and acts as a limiting factor of national power. Three Dimensions of Role of International Morality:

- **Protection of Human Life in Peace:** Previously, nations could adopt any method for securing this objective. They could use mass or selected killings as a means. But today, under the pressure of International Morality, no nation can resort to such means. Gone are the days when men like Hitler and Mussolini could use immoral methods for achieving political ends. Now moral limitations act as strong barriers against immoral means. Respect for human life is now a sacred principle of international living.
- **Protection of Human Life in War:** Even during a war, nations continue to respect the right to life of the civilians and non-combatants. Gone are the days when belligerents were considered to be free to kill all enemies,



whether or not they were members of the armed forces, or else to treat them in any way they deemed fit. Now moral restraints prevent them from undertaking senseless and brutal killings.

- **Moral Condemnation of War:** Finally, since 1945, the attitude towards war itself has reflected an ever increasing awareness on the part of most statesmen that certain moral limitations definitely restrict the use of war as an instrument of foreign policy. The avoidance of war itself, became an aim of statecraft in late 19th century. The **two Hague Peace Conferences of 1899 and 1907, the League of Nations of 1914, the Kellogg-Briand Pact of 1928 and the United Nations**, all have accepted the avoidance of war as an objective.

Conclusion:

- Thus, International Morality plays an important role in international relations of our times. It has been acting as a **limiting factor of national power**.
- The realization towards the need for preserving international peace and for directing efforts towards the promotion of universal human welfare has increased the importance of morality in international relations.

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Q) What is persuasion? What role does it play in public life? Discuss. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the theme of persuasion.

Key demand of the question:

Explain in detail the virtue of persuasion and the role it plays in public life.

Directive:

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

Structure of the answer:

Introduction:

Define what is persuasion.

Body:

Persuasion is an umbrella term of influence. Persuasion can attempt to influence a person's beliefs, attitudes, intentions, motivations, or behaviors.

Explain the various associated theories of persuasion. Explain how these can be applied to different situations differently.

Explain using a case study/example how persuasion can be put to use in public life, what importance does it hold.

Conclusion:

Conclude by reasserting its significance.

Introduction:

- Persuasion is symbolic process in which communicators try to convince other people through transmission of a message to change their attitudes or behaviours.
- Persuasion is the process of changing or reinforcing attitudes, beliefs or behaviour of a person.

Body:

- People respond to persuasive messages in two ways: **thoughtfully and mindlessly**. When people are in thoughtful mode, the persuasiveness of the message is determined by merits of the message. When people respond to messages mindlessly, their brains are locked on automatic.
- Persuasion is mainly dependent upon the attractiveness of the speakers and reaction of the listeners. Persuasion is exclusively related with **communication, learning, awareness and thought**.

Role in Public life:

- **Effecting social change:** To deal with issues like girl child education, inter caste marriage, temple entry for women, persuasion may be the only solution because change has to be brought keep intact the dignity and respect of all stake holders. g.: The advertisements for polio drops for children are a form of persuasion
- **Public policy formulation and implementation:** Sometimes persuasion works better than coercion; success of the initiatives like Swachh Bharat Abhiyaan- cleanliness drives and Ujjwala give it up campaign can be attributed to persuasion.
- **Following rules:** It helps in making people follow rules which bring inconvenience to them, like District collector visiting houses in the morning to persuade people for waste segregation before disposal.
- **Moral conditioning:** Persuasion can bring change in attitude of people. In Delhi Metro various signboards on certain seats asks passengers to offer that seat to needy people. Similarly, regular announcements to keep the station clean persuade people to change their behaviour.
- **Incentivising good behaviour:** For instance in income declaration scheme a window was open to declare black money with some fine and no legal action that incentivized people instead of penalizing them.

Conclusion:

- Persuasion can bring a lasting change in people's behaviour and is highly effective in implementation of public policies provided the tools are used in a right way.

Q) Ancient texts and scriptures tell us a lot about administration, bring out few findings where reference to morality in these texts have been evidently made. (250 words)

Ethics by Lexicon publications

**Why this question:**

The question is direct and aims to analyse the possible references to morality that have been made in the ancient scriptures about administration.

Key demand of the question:

Explain in detail the relevance of ancient texts and scriptures and the lessons of morality that they carry with them.

Structure of the answer:**Introduction:**

Briefly define what is morality.

Body:

Explain that references for administration can be found in Atharva Veda, epics like Mahabharata and Ramayana, Silapaddikaran, Arthashastra and Manusmriti. The most details account, however, is from Arthashastra.

Then delve into the morality aspects and administration aspects that these ancient scriptures tell us. quote relevant examples wherever possible.

Conclusion:

Conclude by reasserting significance.

Introduction:

- History of Indian administration traces its earliest known form to the monarchical system. India has a rich tradition of literature that deals with a wide range of subjects from administration, religion to daily activities.

Body:

A lot of information regarding the organisation and functions of Indian administration is obtained from Vedic literature, Buddhist treatises, and Jain literature, Dharmasastras, Indian Puranas, Ramayana, Mahabharata, Manu Smriti, Sukra Niti and Arthashastra.

- Emphasis on duties:** Text like Mahabharata lists duties of king, ministers and people.
- System of administration:** Even though a monarchy, a well-defined administrative structure with delineation of duties for priests, treasurers, spies, etc. was maintained.
- Decentralisation:** Village sabhas and samitis were the base of administration.
- State and its functions:** In Kautilya's Arthashastra is obtained a detailed account about the offices of the state.
- Justice system:** Corruption, theft or other criminal acts were severely punished.

References to morality:

- Justice:** King was called the **fountain of justice**, who ensures justice to everyone owing to his wisdom. Good governance was conceptualized as 'Ram Rajya'.
- Integrity:** Arthashastra talks about how carefully every officer was selected so as to ensure there is no corruption.
- Freedom:** Decentralisation, role of state as a protector of subjects hints about the freedom people used to enjoy.
- Compassion:** Kautilya in Arthashastra urged the rulers to remain compassionate to their subjects.
- Objectivity:** All major decisions like public appointments, awarding contracts etc. were taken based on merit.
- Accountability:** The head of public office were held accountable for their actions, though being a monarchy the system was different than what we see today.

Conclusion

- Ancient treatises based administration on morality. Every action was judged through the prism of good or bad, thus ensuring good governance and welfare of the public.

Topic: Emotional intelligence-concepts, and their utilities and application in administration and governance.

Q) Establish the co-relation between Ethics and Emotional Intelligence. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the concept of emotional intelligence.

Key demand of the question:

Explain in detail the concept of EI and in what way it is correlated to ethics.

Structure of the answer:



Introduction:

Define EI -It is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking.

Body:

Explain the following in the answer body –

What is EI? Significance of EI in one's life.

Emotional intelligence is generally said to include at least three skills: emotional awareness, or the ability to identify and name one's own emotions; the ability to harness those emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes both regulating one's own emotions when necessary and helping others to do the same.

Discuss how good EI highlights good ethical understanding and sound morals.

In what way the two are related – one can best explain it using suitable examples.

Conclusion:

Conclude by reasserting significance of the EI.

Introduction:

- Emotional intelligence is about being intelligent about your emotions. It involves the ability to recognize your own emotions as well as the emotions of other people. It includes understanding emotions.
- It also has to do with how you manage your emotions and how you manage other people's emotions.

Body:

Co-relation between Ethics and Emotional Intelligence:

- **Self-awareness**
 - **Emotional awareness:** This deals with knowledge of one's emotions and their effects. People having this competency are more aware of their feelings and performance.
 - **Accurate self-assessment:** This involves being aware of one's strengths and weaknesses. One is open to feedbacks, new viewpoints, etc.
 - **Self-confidence:** This relates to complete affirmation of one's worth and abilities. They are usually more confident and are able to make sound decisions despite any uncertainties or pressures.
- **Self-regulation:**
 - **Self-control:** This involves management of all disruptive emotions and impulses. People who are able to control themselves are more calm, positive and focussed.
 - **Trustworthiness:** This comes after one has displayed standards of honesty and integrity. Trustworthy people are ethically strong, authentic and reliable. They are brave to admit their mistakes and are known to stand for tough and even unpopular decisions for larger good.
- **Self-motivation:**
 - **Achievement drive:** This means striving to achieve a mark of excellence. People with this competence draw fresh ideas from many sources, are highly result-oriented, set quite challenging roles for themselves and constantly work towards improving their performance.
 - **Commitment:** This means aligning oneself with the goals of group or an organization. These people are willing to make personal or group sacrifices to meet a larger organizational goal. They are active in seeking opportunities to fulfil the group's mission.
- **Social Awareness:**
 - **Empathy:** This means sensing feelings and emotions of others and taking an active interest in their perceptions and perspectives. Such people are very responsive to emotional cues and listen to everything well.
 - **Service orientation:** This involves anticipating, recognising and meeting the needs of the customers. Thus, it caters to matching products and services according to needs of the customers to maximise customer satisfaction and loyalty.
- **Social Skills:**
 - **Influence:** This stands for wielding of effective tactics for persuasion. All people who have influence are highly appealing to their listeners. They are able to build consensus and support using different strategies. They even plan dramatic events to make a point.
 - **Leadership:** This stands for inspiring and guiding various groups and people. Good leaders are able to arouse enthusiasm, guide the performance of others and try to model the change they expect to see in others.

**Conclusion:**

- Good ethics reaffirm the emotional intelligence of a person.
- High emotionally intelligent individuals are more adept at reasoning through the emotional antecedents of their own and others' behavior and using this information to guide thinking and action. Individuals high on emotional intelligence will be able to manage their emotions and react less aggressively to the behaviours of others.

Q) Explain what do you understand by social intelligence? Discuss the significance of social intelligence in civil services with suitable examples. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the concept of social intelligence.

Key demand of the question:

Explain the concept of social intelligence, discuss the associated nuances, its significance and more so specifically its utility with respect to civil services.

Directive:

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

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

Structure of the answer:

Introduction:

Define what is social intelligence.

Body:

Discuss the following points:

- Social Intelligence (SI) is the ability to successfully build relationships and navigate social environments. Our society puts a huge emphasis on book smarts and IQ, but our relationships effect a much bigger part of our lives.
- Explain What are the components of social intelligence?
- What are different types of social intelligence?
- Is social intelligence the same as emotional intelligence?
- How can one become socially intelligent?
- What is the relevance of Social intelligence to civil services, what difference does it make?

Conclusion:

Conclude with its importance.

Introduction:

- Social intelligence is the capacity to know oneself and to know others. Social intelligence is an aggregated measure of self- and social-awareness, evolved social beliefs and attitudes, and a capacity and appetite to manage complex social change.

Body:

- Social Intelligence is closely related and definitely linked to Emotional Intelligence. Work relationships — like all relationships — can be complicated. Being able to understand what's going on — and respond skilfully — means you'll be a better team player, a better negotiator and a better administrator.

Significance of social intelligence:

- **Verbal fluency and conversational skills:** The highly socially intelligent person can carry on conversations with a wide variety of people, and is tactful and appropriate in what is said. Combined, these represent what are called "social expressiveness skills."
- **Knowledge of Social Roles, Rules, and Scripts:** Socially intelligent individuals learn how to play various social roles. They are also well versed in the informal rules, or "norms," that govern social interaction.
- **Effective Listening Skills:** Socially intelligent persons are great listeners. As a result, others come away from an interaction with an SI person feeling as if they had a good "connection" with him or her.



- **Understanding What Makes Other People Tick:** Understanding emotions is part of Emotional Intelligence, and Social Intelligence and Emotional Intelligence are correlated – people who are especially skilled are high on both.
- **Role Playing and Social Self-Efficacy:** The socially intelligent person knows how to play different social roles – allowing him or her to feel comfortable with all types of people. As a result, the SI individual feels socially self-confident and effective.
- **Impression Management Skills:** Persons with SI are concerned with the impression they are making on others.

Conclusion:

- In this era of information and close contact with the public, it is very vital for the civil servants to be socially intelligent to connect and work with them. Civil servants act as link between the public and the government and social intelligence acts as a bond between the two.



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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) “When a man assumes public trust, he should consider himself as public property”. Illustrate the essence of the statement. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the quote given by American president Thomas Jefferson.

Key demand of the question:

The answer must discuss the importance of public trust in the governance of the country.

Directive:

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

Structure of the answer:

Introduction:

Explain the statement generically as to what it is pointing to.

Body:

Explain that Public trust is a concept that relates back to the origins of democratic government and its seminal idea that within the public lies the true power and future of a society; therefore, whatever trust the public places in its officials must be respected. One of the reasons that bribery is regarded as a notorious evil is that it contributes to a culture of political corruption in which the public trust is eroded. Other issues related to political corruption or betrayal of public trust are lobbying, special interest groups and the public cartel.

Conclusion:

Reassert significance of public trust and its importance in the lives of public servants.

Introduction:

- The above statement was made by Thomas Jefferson. Although it was said centuries ago, yet the statement holds true even today. The above statement emphasises the importance of public life and the trust that the public servants ought to maintain.
- Public life is a constant job, and the persona of a public man becomes a public property.

Body:

Importance of Public Trust:

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

Responsibilities of a public servant:

- Maintain highest integrity at work.
- Accessible to people to hear their problems and quick grievance redressal.
- Impartial in service delivery.
- Objective, Transparent and accountable in decision making.

The above responsibilities make him a public property who acts as a trustee between the citizens and the state. Public office can be of any type like it can be ministerial post, Administrator, defence personnel etc. So each individual



requires to perform his duty by putting his self interest as less important. It requires a person of considerable character to rise above the petty things and consider the wholeness of his existence in the scheme of things.

Conclusion:

- Thus, Core levels of trust in government are necessary for the fair and effective functioning of government institutions– such as adherence to the rule of law, or the delivery of basic public services and the provision of infrastructure.
- Alexander Dumas had put it presciently “An officer doesn’t have friends”. That sentence shows that the level of dedication required for the role of a public servant precludes even the existence of friendship, a basic private need.
- Unless we acknowledge this, we cannot run institutions, cannot stand true to modern ideas and cannot in short form a nation.

Q) It is said that you have the government that you deserve. What does it mean for good governance? What changes would you suggest in the behavior and attitude of all the stakeholders in establishment of good governance ? (250 words)

Ethics by Lexicon publications

Why this question:

The question is about explaining the role of government in exercising good governance.

Key demand of the question:

Explain in detail how good governance can be achieved, what is the role of government in achieving good governance. Role of different stakeholders.

Structure of the answer:

Introduction:

Explain what you understand by good governance.

Body:

Explain the following aspects –

What are characteristics of a good governance? – Good governance has 8 major characteristics. It is participatory, consensus oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and follows the rule of law.

What is good governance and bad governance? – Good governance means that processes and institutions produce results that meet the needs of society while making the best use of resources at their disposal. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of the environment.

Discuss who are the actors in the process of governance?

Role of government in achieving it.

Conclusion:

Conclude with essence of good governance.

Introduction:

- Governance refers to exercise of power and authority by political leaders for the well being of their citizens and subjects. It also ensures a leader’s actions and policies to ensure development of both the society and nation as whole.

Body:

Good governance is understood through its eight indicators or characteristics:

- **Participatory:**
 - Good governance essentially requires participation of different sectors of the society. The management of highly complex societies and of their ever growing needs requires a participatory form of governance by diffusing power.
 - The move for decentralization is a response to this as it widens the base of participation and allows local government units to exercise governmental powers directly within their respective districts.
 - This means freedom of association and expression and an organized civil society should go hand in hand.
- **Rule of Law:** Democracy is essentially the rule of law. It is through the law that people express their will and exercise their sovereignty.



- **Effective and Efficient:** Good governance requires that the institutions, processes, and actors could deliver and meet the necessities of the society in a way that available resources are utilized well. That the different actors meet the needs of the society means that there is effective
- **Transparent:** Transparency, as an indicator of good governance, means that people are open to information regarding decision-making process and the implementation of the same.
- **Responsive:** Responsiveness means that institutions and processes serve all stakeholders in a timely and appropriate
- **Equitable and Inclusive:** Equity and inclusiveness means that all the members of the society, especially the most vulnerable ones or the grassroots level, must be taken into consideration in policy-making.
- **Consensus Oriented:** Governance is consensus oriented when decisions are made after taking into consideration the different viewpoints of the actors of the society. Mechanisms for conflict resolution must be in place because inevitably conflict that will arise from competing interests of the actors.
- **Accountability:** Accountability means answerability or responsibility for one's action. It is based on the principle that every person or group is responsible for their actions most especially when their acts affect public interest.

“Good” governance promotes gender equality, sustains the environment, enables citizens to exercise personal freedoms, and provides tools to reduce poverty, deprivation, fear, and violence. The UN views good governance as participatory, transparent and accountable. It encompasses state institutions and their operations and includes private sector and civil society organizations.

Good governance is significant in public institutions to conduct and manage public affairs and resources to guarantee human rights in free of abuse and corruption, and with due regard for the rule of law.

Government is one of the actors in governance. Other actors involved in governance vary depending on the level of government that is under discussion. In rural areas, for example, other actors may include influential land lords, associations of peasant farmers, cooperatives, NGOs, research institutes, religious leaders, finance institutions political parties, the military etc.

Measures for good governance:

- Citizen Centricity
- Social Audit
- Participation (suggestions and feedback)
- Women's participation
- Decentralization (political, fiscal, administrative)
- Effective delegation of duties (Principle of subsidiarity)
- Inclusivity or accessibility to the differently abled
- Grievance Redressal
 - CVC, National Commission for SC, NCST, Lokpal, National Commission for Protection of Child Rights, Consumer Courts
- Use of technology
- Simplifying processes
 - g. simplifying attestation processes, single window clearance)
 - g. Jaankari Project of Bihar govt. to make RTI queries through phone call
- Periodic Monitoring and Evaluation
- Robust enforcement institutions and mechanisms

Conclusion:

- Good governance is an ideal which is difficult to achieve in its totality. Very few countries and societies have come close to achieving good governance in its totality.
- However, to ensure sustainable human development, actions must be taken to work towards this ideal with the aim of making it a reality.

Q) “Don’t promise when you are happy, don’t answer when you are angry, and don’t decide when you are sad”. What is the essence of this statement for a working civil servant? Analyse. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the theme of emotional intelligence.



Key demand of the question:

One is expected to discuss the importance of holding onto emotions in the context of the statement applied to the civil servants.

Directive:

Analyze – When asked to analyse, 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 first the meaning of the statement in question.

Body:

One has to explain in what way it is very essential for civil servants to hold on to their emotional strength and profess high emotional quotient. Students should use case studies or relevant examples and justify the significance of the same.

Conclusion:

Conclude that a balance of emotions is quintessential to ensure right decision making in every sphere of life.

Introduction:

- The above statement shows the importance of emotions and the way to handle emotions. Emotional intelligence or EI is the ability to understand and manage your own emotions, and those of the people around you.
- Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth

Body:

Importance of EI for civil servants:

Self-awareness:

- The ability to recognize and understand personal moods and emotions and drives, as well as their effect on others.
- Hallmarks of self-awareness include self-confidence, realistic self-assessment, and a self-deprecating sense of humour.
- Emotional awareness: This deals with knowledge of one's emotions and their effects. People having this competency are more aware of their feelings and performance.
- Accurate self-assessment: This involves being aware of one's strengths and weaknesses. One is open to feedbacks, new viewpoints, etc

Self-management:

- Ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and to think before acting. Hallmarks include trustworthiness and integrity; comfort with ambiguity; and openness to change.
- Adaptability: This involves flexible attitude towards change. People with this competency find it easy to handle changing routines, multiple roles and even shifting priorities

Social Awareness:

- The ability to understand the emotional makeup of other people. A skill in treating people according to their emotional reactions.
- Empathy does not necessarily imply compassion. Empathy can be 'used' for compassionate or cruel behaviour. Serial killers who marry and kill many partners in a row tend to have great empathic skills.

Uses of Emotional intelligence for civil servants:

- Appraising emotions arising from situations.
- Using emotions for reason based decisions and policy making.
- Identifying emotions in faces, voices, postures, and other content during public management activities.
- **Recruitment:**
 - EQ measurement is invaluable in selecting and recruiting high performance workers.
- **Predicting performance:**
 - Some companies are blending IQ testing with scientific measurement of EQ to predict job performance and direct workers to jobs where they are most likely to succeed.
- **Negotiation:**



- Whether you're dealing with a trading partner, competitor, customer or colleague, being able to empathize and be creative in finding win-win solutions will consistently pay off
- **Performance management:**
 - 360-degree feedback is a common tool for assessing EQ. Knowing how your self-perception compares with others' views about your performance provides focus for career development and positive behavioural changes
- **Peer relationships:**
 - Good networking skills are a staple of job effectiveness for the average worker. Networking has too often been associated with "using" other people, but a heightened EQ ensures a mutually beneficial approach to others.
- **Social responsibility:**
 - When a leader cares about others, he is not a centre of attention and keeps everyone in the loop by making their intentions known.
- **Stress tolerance:**
 - To stay focused, stress should be managed and it involves own reactions to stress or the reactions of others to the stress.
- **Impulse control:**
 - Independent people evaluate the alternatives and initiate the work by taking appropriate action by executing the right options. People who manage their impulses avoid being distracted and losing control of the situation.
- **Optimism:**
 - Optimistic people have a target that they're aiming toward. These people are confident in their ability to carry out the required actions and meet the target by looking for successful solutions to problems.

Conclusion:

- Governance in modern times is becoming increasingly complex with affective components of behaviour having a major role to play.
- Intelligence quotient alone can't solve majority of problems an administrator faces, use of emotional intelligence is a must for better public service delivery as well as redressal.

Q) Discuss the Public Services Code as recommended by the 2nd Administrative Reforms Commission. (250 words)

Ethics by Lexicon publications, CSE Mains 2016 – GS IV

Why this question:

The question is based on the concept of public service code.

Key demand of the question:

Explain in detail the essence of public service code, relevance and importance.

Directive:

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

Structure of the answer:

Introduction:

In brief discuss the significance of public service code.

Body:

One has to explain that second arc recommended public service code as such codes will help to imbibe values of honesty, objectivity, impartiality, probity etc. among public servants.

such codes will act as a deterrence to avoid misuse of official position or using public office for one's self interest.

since public services/ public servants are considered as instruments of good governance such codes will help to ensure empathy, love, compassion for the vulnerable without discrimination on the basis of caste, sex, religion and provide betterment of public at large to foster socio economic development and ensuring egalitarian society.

Conclusion:

therefore, conclude that the recommendations of ARC should be implemented in order to ensure effective management, professional growth and leadership development.

**Introduction:**

- The 2nd Administrative Reforms Commission (ARC) had proposed the inclusion of a Public Service Code in the draft Public Service Bill, 2007.
- The commission had drawn inspiration from the inclusion of such provisions in the constitution of other countries like Australia, Poland, etc.

Body:

It conceptualizes a comprehensive civil service code at three levels.

- **Apex Level:** Clear and concise statement of the values and ethical Standards that civil servant should imbibe.
- **Second Level:** Broad principles which should govern the behavior of civil Servants should be outlined.
- **Third Level:** A specific code of conduct stipulating in a precise and unambiguous manner a list of acceptable and unacceptable behavior and actions.

The **key highlights of the Public Services Code** include:

- Allegiance to the various ideals enshrined in the preamble to the Constitution
- Apolitical functioning
- Good governance for betterment of the people to be the primary goal of civil service.
- Duty to act objectively and impartially
- Accountability and transparency in decision-making
- Maintenance of highest ethical standards
- Merit to be the criteria in selection of civil servants consistent, however, with the cultural, ethnic and other diversities of the nation
- Ensuring economy and avoidance of wastage in expenditure
- Provision of healthy and congenial work environment
- Communication, consultation and cooperation in performance of functions i.e. participation of all levels of personnel in management.

The commission recognizes the difficulties in enforcement of these values per se. But the commission has highlighted that efforts made by individuals in leadership positions in organization to inculcate these values in within the organization can make a difference.

Conclusion:

- The commission believed that the statutory backing through Civil Services bill to the Code of Ethics would guide the civil servants towards behaviours, choices and actions that benefit the community.

Q) In your opinion do you think a civil servant should be concerned with his public image? Critically Analyse. (250 words)

Ethics by Lexicon publications

Why this question:

The question seeks to examine the factor of preserving public image for a civil servant.

Key demand of the question:

Explain in what way public image of a civil servant is important for one to profess his responsibilities in the right manner.

Directive:

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

Structure of the answer:**Introduction:**

Explain what is meant by public image.

Body:

The answer should discuss why public image is important, what are the concerns involved. Explain in what way Making a public image can help the civil servants dispel the negative apprehensions the people have towards them. List down the possible significant factors.

Conclusion:

Conclude with way forward.



Introduction:

- A recent news report published in The Hindu (March 27, 2019) wherein a report, published jointly by Azim Premji University and Lokniti, was quoted.
- In this report it was clearly brought out that the citizen of the country had greater trust in the office of the Collector (manned by the IAS officers) than even the President and the Prime Minister. The evidence stated here shows the public image of a civil servant in the society.

Body:

Need for concerns about public image of civil servant:

- This increases **the public trust** on the civil servants.
- It increases the **approachability** of the civil servant.
- It in turn **upholds the public image of the institution** in which the civil servant is working.
- Better enforcement of law and order and harmony in society.
- Reduces corruption

However, public image should not be sole concern:

- This could lead to policy inaction as the civil servant might fear damage to his public image.
- As leaders, civil servants do need to take certain unpopular and tough decisions to uphold the rule of law.
- Extreme consciousness about Public image could lead to nepotism, favouritism which upholds subjectivity.

Conclusion:

- A civil servant has to work with **anonymity especially in today's age of social media**.
- **It increases the permanence and strength**, which are imperative qualities of civil service.
- Public image is necessary in terms of the deeds done and the institution level and not at personal level.

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

Q) What do you understand by Citizen's Charter? Discuss in detail its importance and objectives, Also discuss the problems faced in its implementation. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the topic of citizen's charter and its importance. One has to as well discuss the issues/concerns faced in its implementation.

Key demand of the question:

Explain in detail what you understand by citizen's charter, its key objectives and challenges in its implementation.

Directive:

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

Structure of the answer:

Introduction:

Define what is a citizen's charter.

Body:

Explain what is a citizen's charter, its evolution and basic features.

Discuss in depth the principles of service delivery and its significance through CC.

Explain what are the possible shortcomings of CC in India in its implementation and how can it be overcome?

Suggest what reforms can be made to make Citizen's charter more effective?

Conclusion:

Conclude that Citizens' Charter cannot be an end in itself, it is rather a means to an end – a tool to ensure that the citizen is always at the heart of any service delivery mechanism.



Introduction:

- A Citizens' Charter represents the commitment of the Organisation towards standard, quality and time frame of service delivery, grievance redress mechanism, transparency and accountability. The concept of Citizens Charter enshrines the trust between the service provider and its users.
- **Department of Administrative Reforms and Public Grievances in Government of India (DARPG)** initiated the task of coordinating, formulating and operationalising Citizen's Charters.

Body:

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

Importance of Citizen's charter in the Governance of developing nation like India:

- To make administration accountable and citizen friendly.
- To ensure transparency.
- To take measures to improve customer service.
- To adopt a stakeholder approach.
- To save time of both Administration and the citizen

Problems faced in implementation of Citizen's charter:

- **One size fits all:** Tendency to have a uniform CC for all offices under the parent organization. CC have still not been adopted by all Ministries/Departments. This overlooks local issues.
- **Silo operations:** Devoid of participative mechanisms in a majority of cases, not formulated through a consultative process with cutting edge staff who will finally implement it.
- **Non-Dynamic:** Charters are rarely updated making it a one-time exercise, frozen in time.
- **Poor design and content:** lack of meaningful and succinct CC, absence of critical information that end-users need to hold agencies accountable.
- **Lack of public awareness:** only a small percentage of end-users are aware of the commitments made in the CC since effective efforts of communicating and educating the public about the standards of delivery promise have not been undertaken.
- **Stakeholders not consulted:** End-users, Civil society organizations and NGOs are not consulted when CCs are drafted. Since a CC's primary purpose is to make public service delivery more citizen-centric, consultation with stakeholders is a must.
- **Measurable standards of delivery are rarely defined:** making it difficult to assess whether the desired level of service has been achieved or not.
- **Poor adherence:** Little interest shown by the organizations in adhering to their CC. since there is no citizen friendly mechanism to compensate the citizen if the organization defaults.

Way forward:

- **Wide consultation process:** CC be formulated after extensive consultations within the organization followed by a meaningful dialogue with civil society.
- **Participatory process:** Include Civil Society in the process: to assist in improvement in the contents of the Charter, its adherence as well as educating the citizens about the importance of this vital mechanism.
- **Firm commitments to be made:** CC must be precise and make firm commitments of service delivery standards to the citizens/consumers in quantifiable terms wherever possible.
- **Redressal mechanism** in case of default: clearly lay down the relief which the organization is bound to provide if it has defaulted on the promised standards of delivery.
- **One size does not fit all:** formulation of CC should be a decentralized activity with the head office providing only broad guidelines.
- **Periodic updation of CC:** preferably through an external agency.
- **Fix responsibility:** Hold officers accountable for results: fix specific responsibility in cases where there is a default in adhering to the CC.

Conclusion:

- Citizen's Charter is playing a prominent part in ensuring "minimum govt & maximum governance", changing the nature of charters from non-justiciable to justiciable & adopting penalty measures that will make it more efficient & citizen friendly.

Q) Explain with examples how Whistle-blowing in civil services is both an ethical and unethical act if seen in different perspectives? (250 words)

Ethics by Lexicon publications

**Why this question:**

The question is about discussing the ethical and unethical perspectives of whistle-blowing in civil services.

Key demand of the question:

Explain in detail the act of whistle blower and how it can have both perspectives.

Directive:

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

Structure of the answer:**Introduction:**

Explain what is whistle blowing in civil services.

Body:

The discussion in such questions can be best explained using examples, students must explain in what way whistle blowing in civil services can prove to be unethical or ethical depending on situations.

Explain What are the moral and ethical justification of whistleblowing? – whistleblowing is morally required when it is required at all; people have a moral obligation to prevent serious harm to others if they can do so with little costs to themselves.

Debate whether whistleblowing is an act of ethical practice?

Conclusion:

Conclude with a fair and balanced opinion.

Introduction:

- A whistleblower is a person who comes forward and shares his/her knowledge on any wrongdoing which he/she thinks is happening in the whole organisation or in a specific department.
- A whistleblower could be an employee, contractor, or a supplier who becomes aware of any illegal activities.
- **Personal Values and Organizational Culture are the Foundation of Whistle-blowing**

Body:**Ethical perspective:**

- The ethics of whistleblowing is a tricky matter. Whistle-blowing brings two moral values, fairness and loyalty, into conflict.
- In the case where a company does serious harm through its service or product, the disclosure of such information for the sake of public constitute the ground for an understanding that takes whistleblowing as an ethical behavior.

The situations where whistleblowing is morally justified:

- Whenever and wherever the product/service of the firm will cause considerable harm to the public.
- Whenever an employee feels serious threat or harm to him or anybody he should report to the firm.
- If an immediate boss does not care for report (whistle blowing) the employee should go up to highest level to present his case.

Unethical perspective:

- However, if a whistle-blower's motive is to gain a financial reward such as is available through whistle-blowing complaints or to blackmail for his/her personal gains, then such acts are unethical. It is unethical in both senses as it not only affects the organizational values but also personal values.
- Some people argue that whistleblowing is unethical because it involves disloyalty to the organization and disrupts business; therefore it deserves punishment. However, employees are not always required to protect the profit of the organization when it conflicts with the social welfare and public interest.

Conclusion:

- Whistleblowing is an ethical behavior because in an environment that supports whistleblowers through encouraging self-regulation and accountability, management can ensure that the business activities are protected from unethical exercises.
- Whistle blowing is a great tool in organization to avoid unlawful activities and it is morally required under some conditions



Q) How 'professional loyalty' can bring a positive work culture in an organization? What are the after effects of poor professional loyalty of the civil servants ? (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the theme of professional loyalty.

Key demand of the question:

Explain in what way professional loyalty brings positive work culture in an organization. Effect that it has in civil services.

Structure of the answer:

Introduction:

Explain in brief – what you understand by professional loyalty.

Body:

Start with what is the importance of loyalty in the workplace?

Explain that loyal employees contribute extensively to the productivity of your business. They are able to create the value required to put your business on the path to success. Customers are always on the lookout for value and nothing else.

Explain how one can demonstrate loyalty in the workplace?

Discuss the significance of professional loyalty in civil services , explain their advantages.

Conclusion:

Conclude by reasserting its significance.

Introduction:

- Work culture is a concept which deals in the study of beliefs, thought processes, attitudes of the employees and Ideologies and principles of the organization. It is the work culture which decides the way employees interact with each other and how an organization functions.
- Professional loyalty refers to the dedication of an employee towards his work, colleagues, organizational values and organization as a whole.

Body:

Professional loyalty and Positive work culture:

- It leads to satisfied employees and an increased productivity.
- Reduces the attrition rate helping retain the best minds.
- Encourages discussions at the workplace where employees discuss issues among themselves to reach to better conclusions. Each one should have the liberty to express his views.
- Promotes team building activities to bind the employees together.
- Establishing fairness, procedural fairness, impartiality and consistency in the workplace.
- Helps take Responsibility for actions, pursuit of excellence and creating accountability for each other. Informal feelings such as caring, loving, compassion, kindness, sharing, and consideration go beyond the normal obligation.

Effects of poor professional loyalty of the civil servants:

- Loss of Integrity leading to immoral and corrupt activities.
- Lack of general interest leading to poor outcomes.
- Innovative solutions for problems of people will not be tendered.
- Delegating the responsibilities.
- Nepotism, favouritism leading to poor work efficiency.
- Poor workplace relationships leading to disintegration of the organization in turn.

Conclusion:

- Sardar Vallabhbhai Patel described Civil Service as the Steel frame of country which will help progress the nation.
- A strong, lively, trustworthy and compassionate work-culture is in the best interest of the civil servants as well as the citizens and other stakeholders.



Q) Transparency in government is desired, but absolute transparency harms the efficiency of the administration. In this context bring out the ethical aspects involved in use or misuse of RTI. (250 words)

Ethics by Lexicon publications

Reference

Reference

Why this question:

After an aborted attempt in 2018, the central government proposes to amend the Right to Information Act of 2005 (RTI Act) to change the term of office and service conditions the Chief Information Commissioner (CIC) and Information Commissioner (IC) at the central as well as state levels. These aspects are now proposed to be determined by the central government.

Key demand of the question:

Explain in detail the aspects of transparency that can go compromised when such severe steps would be taken, discuss from the ethical perspective the associated rights and wrongs.

Structure of the answer:

Introduction:

In brief explain the background of the question.

Body:

Explain what are the ethical perspectives involved in RTI.

The Right to Information (Amendment) Act, 2019 proposes two fundamental changes.

One, it proposes to change the tenure of the CIC and IC at the centre and state levels from five years or until the age of 65 years at present to “for such term as may be prescribed by the Central Government”. Two, it proposes change in their salaries and allowances “as may be prescribed by the Central Government”.

Explain how these changes can effect the aspects of transparency, in what way over transparency can become harmful.

Conclusion:

Conclude by suggesting way forward.

Introduction:

- Right to information has been seen as the key to strengthening participatory democracy and ushering in people centred governance. Access to information can empower the poor and the weaker sections of society to demand and get information about public policies and actions, thereby leading to their welfare.
- It showed an early promise by exposing wrongdoings at high places, such as in the organisation of the Commonwealth Games, and the allocation of 2G spectrum and coal blocks.

Body:

- Right to information opens up government’s records to public scrutiny, thereby arming citizens with a vital tool to inform them about what the government does and how effectively, thus making the government more accountable.

The lack of transparency in Governance leads to:

- Distorting and/or withholding public information is a blow to principles of good governance and democracy.
- Transparency is required to make the system of public service delivery effective.
- The public has a right to know how public institutions apply the power and resources entrusted to them.
- It increases the gap between the information provider and the information seeker.
- The efficiency in administration of public authorities is lowered and breeds corruption.
- The lack of transparency in Governance has tendencies towards a despotic rule.
- Affects Institutional Independence by asserting the views of Government on former.
- History teaches us that more than countries being destroyed by external aggression, they have been ruined by internal decadence

Ethical aspects involved in RTI use:

- Goes **against right to privacy of people**. E.g.: The medical details of AIDS patients would harm the latter’s privacy.
- **National Security issues**. Certain information if exposed would breach national security and make the nation vulnerable.



The law that started with a very noble objective is gradually being **subject to misuse**:

- Asking for desperate and voluminous information.
- To **attain publicity** by filing RTI.
- RTI filed as **vindictive tool to harass or pressurize the public authority**.
- For one **serious information seeker there are many non-serious ones**. Some mischievous too. In fact, the RTI has thrown up a few new classes of people. The casual RTI seeker, the motivated, the affected and above all, the professional.
- g.: There are cases where even PhD students are using RTI as a means to collect data for thesis. Rather than checking from the websites, they simply shoot an RTI with a Rs10 postal order and all the data is there, compiled and classified for them.

Conclusion:

- Gandhi felt rights without duty will lead to confusion and chaos.
- RTI was enacted to ensure ethics and morality in public service.
- It should not become a means for unethical objectives.

Topic: Case study

Q) Public utilities and spaces in India are in a bad shape. Roads, water supply, street lighting, market cleanliness, railway stations, parks, community centers, public toilets, rivers and ponds are considered sole responsibility of the government to maintain without charging anything. People consider that they have rights to better public utilities and public spaces solely on the basis of government's ability to provide them.

Explain what should be the ideal way to manage the quality of public utilities and public spaces in a populous country like India? Suggest appropriate solutions. (250 words)

Ethics by Lexicon publications

Why this question:

India's emerging development moment is caught between two realities: inadequate systems in public transportation, housing, waste management, and access to sanitation and health; and a burgeoning ecosystem of enterprising individuals, communities and start-ups pushing innovative solutions to these very same civic issues. The question is about analyzing the deficit between the rights of people to access these features and the role of govt. in providing the same.

Key demand of the question:

Explain in detail the issue and suggest solutions to the case study.

Directive:

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

Structure of the answer:

Introduction:

Highlight the context and explain what the question is hinting at.

Body:

Discussion should include the following aspects –

What is the issue facing our country with respect to public utilities and civic amenities?

Then outline the emerging challenges and opportunities in India, particularly climate change, sustainability, resilience, and the possibilities of digital technologies and how these have an impact on the problem in question.

Explain what needs to be done to address such an issue.

Press on the need for multi-stakeholder approach and that the responsibility doesn't lie with government alone.

Conclusion:

Conclude with way forward.

**Introduction:**

- Public utilities are those business undertakings which are engaged in the supply of some such services which are absolutely necessary for the community.
- There are certain services like water supply, gas, electricity, transportation, communication, etc., which cannot be dispensed with without a serious setback to the smooth and successful economic living of the community.

Body:**Reasons for bad shape of public utilities and spaces:**

- Increasing population pressure on limited resources.
- Lack of knowledge or awareness about duties and responsibilities of people towards public utilities.
- Insufficient funds.
- Poor technological solutions.
- Corruption leading to poor quality of public utilities.

Measures needed to manage the quality of public utilities and public spaces:

- **Legislations:** Laws to safeguard the utilities and penalties for wilful damage to public utilities and space.
- **Decentralization of power:** Devolution of true powers to local authorities like Municipalities, Gram Sabhas as most of public utilities are under their jurisdiction.
- **Citizen centric policies:** this makes the public more involved in decision making and gives them a sense of responsibility to safeguard the public utilities
- **Transparency and accountability:** There is a need to gain public trust and maintain the same.
- **Citizen groups:** like Resident welfare associations, timely interactions with the MLA's, MPs to hear out the grievances of citizens and safeguard public utilities.
- **Public Private Partnership:** Collaborating with private players to help fund, manage the public utilities projects. The Corporate Social Responsibility funds also can be utilized.
- **Education/Awareness of people:** By giving proper education, there is higher chance of better maintenance of the public utilities.

Conclusion:

- The need of the hour is sensitization of the officials and people about their duties and responsibilities towards public utilities and spaces.

Q) Imagine you are a college going student and you are asked to assist with college-wide campaign to increase the use of helmets and seat-belts.

How in such a situation would you create a persuasive message for the college students? Discuss. (250 words)

Ethics by Lexicon publications

Why this question:

The question is based on the theme of Persuasion.

Key demand of the question:

One has to bring out the significance of power of persuasion through innovative methods in the case study given above.

Directive:

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

Structure of the answer:**Introduction:**

In brief explain the context of the question.

Body:

Discuss the need for ensuring seat belts and helmets during driving vehicles and justify their significance.

Explain what role has the power of persuasion to play in such scenario.

How you as a student from the same college can profess the idea, persuade people to use seat belts and helmets.

Conclusion:

Conclude by reasserting significance of persuasion.

**Introduction:**

- Road safety in India is a neglected topic and consequently a huge price is paid for it in form of loss of life and property. The above situation pertains to attitude change by using persuasion as a means. Persuasion is the process of changing or reinforcing attitudes, beliefs or behaviour of a person.

Body:

- Persuasion is symbolic process in which communicators try to convince other people through transmission of a message to change their attitudes or behaviours. People respond to persuasive messages in two ways: **thoughtfully and mindlessly**.
- When people are in thoughtful mode, the persuasiveness of the message is determined by merits of the message. When people respond to messages mindlessly, their brains are locked on automatic.
- Persuasion is mainly dependent upon the attractiveness of the speakers and reaction of the listeners. Persuasion is exclusively related with **communication, learning, awareness and thought**.

Possible means of persuasion:

- Print media: Use of posters, banners, pamphlets and college news magazines to educate the students about value of one's own life and others.
- Social media: With high penetration of mobile, social networking sites among the student fraternity, the former can be used as a potent tool to target and bring awareness about road safety.
- Plays, songs etc. which show the dangers of not following traffic rules.
- Motivational talks by teachers, traffic police officers, celebrities etc. which can drive the message of road safety among students.
- Rewarding the students who have been at the forefront of following and spreading the message of road safety.
- Tying up with local NGO's and distribution of free helmets to those who cannot afford it.
- Using experiences of those willing to share their incidents of life etc.

Conclusion:

- Persuasion is an effective technique to influence a person's principles, attitudes, intentions, motivations, or behaviours.
- Systematic persuasion is the process through which attitudes or beliefs are changed by appeals to logic and reason.