

L–1: Professions and Professionalism



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L–1: Professions and Professionalism

Learning outcomes: At the end of this lesson, you will be able to:

- LO 1. Describe the role of a professional in his/her occupation.
- LO 2. Distinguish between profession and professionalism.
- LO 3. Justify the need of professionals for creating new knowledge.
- LO 4. Describe the concept of self-regulation with reference to a profession.

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Lesson –1

Professions and Professionalism

1.0 INTRODUCTION

Teachers of higher education institutions are regarded as professionals in the same way as doctors, lawyers, chartered accountants, engineers and architects. This brings along with it special responsibility on the shoulders of faculty members of higher-education institutions. Therefore, every faculty member need to understand what makes professionals different compared to other occupations such as administrators or executive officers (IAS, Income Tax commissioners, Revenue officers, Managers and other government officers) defence (military, police and such others), traders (businessmen and marketing executives) and crafts persons (technicians, plumber, carpenters, clerks and such others). The faculty members should also contemplate what the society expects from them as professionals. In other words, 'what are their responsibilities or privileges as professionals'? These issues are discussed in this lesson.

2.0 CHARACTERISTICS OF PROFESSIONALS

The concept of '*Professionalism*' is closely related to professions. *Professionalism* is such an abstract and complex concept that it is difficult to define it absolutely. For understanding the concept of 'professionalism', it is essential to discuss the characteristics of professionals. However, if you can identify the necessary and sufficient conditions of *professionals* or the characteristics/attributes of professionals, then you can understand professionalism in a better way. In other words, you can give a normative definition of professionals or professionalism by listing the essential and sufficient conditions for it. Bayles (1989) defines the term 'profession' as '*Professions are those form of works, which involves advanced expertise, self-regulation and concerted service to the public good*'. From this definition it is obvious that:

- i. Professionals deal with vast and complex knowledge.
- ii. Professionals continue to create new knowledge in their profession
- iii. Professionals deal with high stake activities
- iv. Professionals work based on trust with clients.
- v. Professionals are self-regulating.

Professionals of any class i.e. whether Doctors, Lawyers, Professors, Scientists, Chartered Accountants, Architects or Engineers are supposed to possess the following five essential characteristics discussed in the following sections. For any occupation to be declared as a profession that particular occupation need to possess all of these ***FIVE characteristics*** and ***absence of even one of these will render that occupation not as a profession.***

3.0 PROFESSIONALS DEAL WITH A VAST BODY OF COMPLEX KNOWLEDGE

All occupations require some kind of specialized knowledge for performing the jobs related to that profession. Even occupations or vocations such as that of a carpenter, welder, plumber or electrician, the person is required to possess some special knowledge/skills related to that vocation for performing their duties. But for most of the vocations, training of one or two years after schooling (up to the secondary, i.e. grade/class tenth) is sufficient. However, this condition is not so with respect to professional knowledge.

However, first and foremost is that the special knowledge required to be possessed by professionals of that '*body of knowledge*' has to be quite vast and complex. The profession related knowledge is so vast that it requires many years of study at higher levels of thinking to acquire that level of knowledge. Secondly, this specialized knowledge is so complex that for its proper use, it must be understood in its totality, which means that understanding of the relationship between different components of that *body of knowledge* which is equally important.

For example, acquiring professional qualifications in the areas of engineering, medicine and law, five to seven years of academic study is required after successfully taking the secondary school leaving certificate. This includes two years of higher secondary (i.e. class/grade eleventh and twelfth) and minimum four years of UG education. For mastery in any of these professions, two more years of PG education is required. For becoming a leader in the same profession, a research degree such as Ph.D. or super-specialization is also required. This will again entail a minimum of three more years of hard work after their PG education. Thus, it works out to making it a minimum total eleven years of very hard work or 'tapasya' after class 10th or lower secondary education.

Application of professional knowledge also calls for more complex decision making, that too in a given context (engineering situation, medical/legal case). The context of application of knowledge in most cases is a social context, directly related with the human beings and makes each case a unique one. Some examples of complex situations are given below:

ACTIVITY- 1

State two areas of your expertise which fall under the category of '*vast and complex body of knowledge*'. For each of your identified areas, specify the depth of knowledge you have attained and what more need to be attained in those areas of your profession and post them in your E-portfolio.

- a) A student of medicine might have studied treatment for blood pressure, diabetes and some contagious disease such as typhoid during his/her college days, but in real life s/he may face patients, who are having all the three ailments simultaneously, the of case becomes more complex. In some situations, if the patient is an infant baby or very elderly person or a pregnant lady it becomes still more complex.

- b) Each student is different from one another since different students have different IQ, EQ, aptitude, attitudes, learning styles, social background, financial background, interests and aspirations, which reveals that each student is unique. Therefore, professors need to understand these differences for dealing with students.

4.0 PROFESSIONALS CONTINUE TO CREATE 'NEW KNOWLEDGE' IN THEIR PROFESSION

Professional knowledge is continuously growing in most professions due to the continual researches. New innovations/inventions and discoveries are happening continuously. Innovations in procedures, techniques and materials used are very common. These discoveries and innovations are being made by the professionals to meet the changing needs of the society and to take the advantage of scientific discoveries made in other bodies of knowledge. Therefore, the professionals are to engage in small and big researches to create new knowledge. Further, professionals are also supposed to learn the new knowledge developed by other fellow professionals. This makes it necessary for professionals to keep updating their knowledge till they are active in their profession. Professionals are therefore required to read the journals related to their field of specialization in order to keep themselves abreast. They are supposed to attend different conferences and training programmes to learn new developments taking place all over world in their field of work. In some countries such as UK, the professionals especially the doctors are required to obtain re-certification periodically, say, after every 10 or 15 years to prove that they have learned new techniques/new procedures. Some examples of the need for updating knowledge is given here:

- a) In the field of medicine, many doctors are doing researches to develop new diagnostic methods, new medicines, use of new procedures for surgeries and such others. Other doctors are supposed to learn from these developments for improving their medical practice and better treatment of patients.
- b) Parliament and legislative assemblies pass new laws, regulations and acts every year depending upon the changing needs of the society. Lawyers are supposed to learn not only about these laws, but also to debate and criticize these laws which are passed and not in line with natural justice and create an opinion against such laws. Thus, lawyers must keep on studying and learning throughout their professional life.
- c) In this age of technological advancements, new materials and technologies are being developed in different disciplines of engineering, which all practicing engineers are not only supposed to learn and keep abreast, but also are have to contribute in such developments by engaging in research at their end.
- d) For teachers in higher education and scientists, it is their regular duty to engage in research and guide researches conducted by their students.

Thus, for all professionals it is essential to contribute in creating new knowledge, as well as, learn new knowledge developed by other fellow professionals.

ACTIVITY- 2

List down at least two '*new chunks of knowledge*' that you have created in the past years and post them in your E-portfolio.

5.0 PROFESSIONALS DEAL WITH HIGH STAKE ACTIVITIES

Some decisions and activities involve high stakes of users, while some are not so important. When somebody purchases a television or refrigerator, s/he pays for it and wants the best product. But, if the purchased product does not perform as guaranteed by the trader, then the peace of the customer is lost due to the lack of desired satisfaction for the money paid. In most cases, the consumers do not attach much value to the loss as certain time lapses. However, in case of education, health and legal issues, if results are not as expected due to some complacency or mistake of professionals who gave them service, then such deficiency in outcomes may lead to lifelong or long-term loss or sufferings to the clients and society. Some examples given below can provide greater clarification:

- a) It is reported that some students lose interest in some key courses or become fearful even about an easy courses, because a particular teacher do not taught that subject in a proper way. Such a lack of interest in a key subject may force the students to choose some other career option, where they can avoid that subject. Therefore, the insincerity of such teachers may affect the career choices of many students.
- b) Mistakes, incompetence or complacency of a doctor or a surgeon may render the person disabled for life, or in some extreme cases may lead to death.
- c) The incompetence or mistakes of a lawyer, the petitioners may get deprived of their jobs or their property rights or may even end up in jails for no crime committed by them.

Thus, the activities of the teachers, doctors and lawyers can brighten or tarnish any persons' life/lifetime chances. The decisions or activities of engineers may also affect the individuals directly. However, but their collective actions can affect the lives of many to a great extent. Engineers build infrastructure such as roads, dams, bridges, telecommunication system, power generation and distribution system, surface/water/air transportation system, defense equipment and such others that are used for benefit of common public. If engineers design these systems well, then they work as a boon for society. On the other hand, if these systems are not designed or maintained well then, they may result in a great harm to the society involving considerable number of people. Such examples of accidents of great engineering failures are:

- Indonesian airline Boeing 737 MAX crash tragedy in 2019
- Fukushima (Japan) nuclear reactor leakage related tragedy
- Chernobyl (Russia) Nuclear reactor leakage related tragedy
- Bhopal (India) Gas leakage related tragedy in December 1984
- Mine Collapses, Mine Fires, Mine Flooding Related Tragedies in Bihar

- Dam breaches
- Titanic ship sinking several decades ago.

Often, the engineering mistakes of large scale may not be so apparent as above-mentioned examples, but some others do affect millions of lives over a long period of time. For example, a poorly designed road network increases chances of accidents on roads. Inappropriate use of technology and materials may lead to more consumption of energy and other natural resources affecting environment adversely and so on. Thus, engineering and architectural activities are also high stake as they affect safety of human being, energy and environment conservation to a large extent.

Similarly, the chartered accountants (CA) are entrusted with the responsibilities of certifying the accounts of large companies where pension funds and savings of millions of common people are invested. Whatever CAs certify in their report about the companies' financial health, investors believe it blindly, which may affect many people good or bad.

In some cases, such as ENRON Power Company of USA, Satyam Computers of India, IL& FS companies CAs wrongly reported that these companies are in profit, and millions continued to deposit their savings in these companies and one day the bubble burst and it came to public knowledge that these companies were running in loss and investor's money was being used to pay interests on borrowings and losses. The companies were not only bankrupt, but were already under huge debt burdens, which were no more sustainable. Millions of people lost their lifetime savings and pension funds in these companies and their retired life must have become miserable. If CAs had acted with true professionalism i.e. honestly and had reported correct financial position, loss of life time savings of such a huge number of people might have been averted.

Thus, the actions of some Professors, Doctors, Lawyers, Engineers and Chartered Accountants are **high-stake** as their actions have the potential to affect millions of lives people positively or negatively. Whereas, the actions of the people in other occupations such as plumbers, carpenters, welders or shopkeepers are **not of high-stake**. Therefore, the mistakes committed by people such in such occupations may affect only a few, and not large number as seen earlier. Moreover, activities of these people are supervised by other type of professionals such as activities of plumber, carpenter, welder and such trades are supervised by Engineers, while activities of restaurants are supervised by foods and drug department to ensure the quality of the food and edibles.

ACTIVITY - 3

List down at least two mistakes that you as a professional teacher have committed during the past years that may have affected your students or the society and post in your E-portfolio.

6.0 PROFESSIONALS WORK BASED ON TRUST WITH CLIENTS

In most of the occupations, the quality of goods and services provided to the customers may be well specified in advance. For example, when you purchase a house, a car or a television set you can fix or choose the specifications of these products in advance and if a product is not as per specifications or does not perform as guaranteed, then you can return the product and claim your money back. Similarly, in case of services provided by travel and hospitality industries also, the quality of services can be well specified in advance and if the services provided are not as specified, then the customers may ask the service providers to return their money back. In such cases, people can decide about quality of goods and services by common sense or general knowledge.

However, in case of **education, medicine** and **legal** and such professions, *it is very difficult to define the quality of services provided, as they are complex and specialized fields*. The clients do not possess the sufficient knowledge to appreciate what good quality means. Often, the effects of such services provided by such professions are seen only after considerable time has elapsed. Some examples given below in support these arguments.

Example Set-1

- a) In the case of professional education, often the students do not know what content is supposed to be learnt and what competencies and skills are to be attained through the course or programme. What are the best methods that a teacher should adopt for teaching the subject matter is also not known by the student.
- b) A particular institute/university may award good marks to undeserving students, and parents may feel that teaching-learning process is going on well. But after some time, such students may fail to get jobs. If they are not able to perform well, even after they have got the jobs, they would be subsequently fired.
- c) In some other cases, the examination system of the institute/university may seem to be trustworthy and due to best efforts of teachers, students may also genuinely get good marks by doing hard work. It may appear to the society that the quality of education is quite good, but when students get the job, they are not be able to perform to the industry expectation, since the curriculum itself was obsolete or irrelevant.
- d) Patients generally do not know 'what is the right medicine required?' The doctor may prescribe very strong medicine to heal the patients quickly and patients may feel happy. However, it may result in severe side effects which may be evident only after some years have gone by.
- e) Clients of an advocate/lawyer may not know the different provisions of law which may help them. Similarly, a lawyer may argue the case in the court of law very strongly, but s/he may not know the different provisions of the law which may help his/her client. In such cases, the client may feel that his/her advocate is quite good, although the advocate is only a mediocre one who is not able to extract maximum possible benefits for the client.

6.1 Responsibility of the Professionals and Clients

Apart from the complexity of educational, medicinal or legal services, there is one more important dimension related to the professional, and that is '**responsibility**'. *The clients are equally responsible for the outcome of the services received from the professionals and this makes it difficult to say that who is responsible for poor quality of outcomes.* Some examples are given here in support this argument.

Example Set-2

- a) Despite the best of teaching efforts by the teachers, students may not score good marks, if they do not study hard.
 - b) Despite appropriate medicines prescribed by the doctors, patients may not heal if they do not take the medicines regularly or do not follow the dosage or precautions suggested by doctors.
 - c) If petitioners do not inform all the relevant information to their advocates, how can advocates prepare unchallengeable argument and they may face embracing situation in the court of law if some issue is raised by the opponents' advocates based on the facts hidden by the petitioners.
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Therefore, the outcome of the services provided by the professionals depend on the efforts and contributions of the clients as well. It means that, if the outcomes do not come out as expected, it may be difficult to identify whether it is due to a mistake of the professional or of the client. The services provided by the professions such as medicine, education and law are not only very complex, but also, these services provided are also in a very uncertain social and human context. Therefore, despite best efforts of both professionals and the clients, the outcomes may not match the expectations. Some examples are given here to support this argument.

Example Set-3

- d) Doctors must take decisions based on clinical examinations of the patients and pathological tests, but unfortunately most of these are not fully reliable because, for the same parameters, different methods of tests may reveal different findings. Even the timing of test or factors such as, whether the test sample was taken before or after meals, which may affect the measurement of parameters. The quality of medicine may not be as expected; the medicine may have different effects if taken with different kind of foods or with other medicines. If some medicines are not stored at particular temperature at pharmacy store, its effectiveness may reduce. Even it is reported that the effectiveness of good quality medicines get reduced after some years, as the bacteria or viruses have developed immunity against such medicines. All these factors add up to the uncertainty about effectiveness of the medical treatment. Thus, despite best efforts by the all concerned, the expected

results may not be obtained and it becomes practically impossible to identify the actual cause of ineffective treatment.

- e) Similarly, in case of education, *the performance of students in a particular examination may depend on many factors other than their own and their teachers' efforts*. It may depend on students' health and mood on the day and time of examination, the tendency of question paper designer may set a very difficult or moderate or easy question paper. The assessor may be liberal, moderate or stringent in giving marks and depends on luck of the students. If student is very lucky, then s/he may get questions in the examination for which s/he may have rote learned, if not rote learned, the student may even fail.
 - f) In case of legal profession, the situation is more subjective. It is often in the news that in a particular case, the decision of Trial Court was reversed by the High Court and in some cases; the decision of High Court was again reversed by the Supreme Court. In such cases, it is difficult to blame anyone. *It is the nature of the human and social situations that same situation may be interpreted differently by different judges*. Therefore, in cases of national and social importance, a bench of judges is constituted so that the merit of the case may be judged in different perspectives. The point here is that, despite best efforts of a capable lawyer, the client may not get justice in a particular court because the view of judge may be different and it may be right in its own way. Thus, it is difficult to make the advocate or lawyer responsible for unfavorable decision. It depends on many factors such as, perspective of judge, performance of witnesses in the court, sincerity of investigating agency such as police and forensic department and other such agencies.
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6.2 Reasons for Uncertainty

From above discussions, it is obvious that it is difficult to ascertain that whether professionals have performed to match the expectations of the client or not. Following are some reasons that are mainly responsible for such situations.

- a) For clients it is difficult to define or specify, what is good quality education, good quality medical treatment or good quality legal services. This is because these services are very complex in nature and depend on several factors as seen above. In many situations, good or bad effects of the education or medical treatment are known only after long time has elapsed.
- b) The outcome or result of the services provided by professionals do not depend only on their capabilities and efforts but also depend to a great extent on the contributions of their clients for example hard work of students in case of education, sincerity of patients in following instructions of doctors and petitioners in informing all relevant facts to the advocate.
- c) The social and human situation is so uncertain that outcomes of education, medical treatment or legal services not only depend on the capabilities and efforts of

professionals and clients but also depends on many other factors which are neither in control of professionals nor of clients.

Therefore, the relationship between *professionals* and *clients* cannot be same as between *traders* and *customers*. In case of goods, customers demand what they want from the traders and the traders supply the goods of the specified quality. In fact, there are specified procedures by which the quality of the goods can be tested before delivery to the customer. In such cases, the quality of goods can be ensured mainly by the providers irrespective of the way the product or service is used by the customer. Hence, even if the quality of product is not as specified, then customers may get their money back. If customers do not get the money back, then they may go to the consumer forum or court for justice.

However, in the case of professionals, their clients may not know exactly what is required by them. Therefore, it becomes the responsibility of the professional to suggest what will suit the client according to their situations and then both professionals and clients jointly decide what is required and both work together to achieve the desired aim. This relationship is more personal, more intense and lasts long. Since clients do not know what is exactly needed by them and the professionals suggest what is appropriate for them, this makes clients completely dependent on the professional. Hence, the relationship of professional and client is not based on equal terms as in the case of trader and customer. *It is a kind of power relationship where the professionals have the upper hand. This power relationship is not the same as between 'administrators' and 'administered' which is based on fear, but the relationship between professionals and their clients is based on faith or trust.*

In fact, when students develop faith in a teacher they surrender their mind to teacher - whatever teacher teaches the students believe and learn. When patients develop faith in a doctor they surrender their bodies to doctor - patients take the medicines that the doctor prescribes, become ready for surgery under general anesthesia where the whole body is under doctor's control. In the legal profession, when the petitioner develops faith in an advocate, s/he surrenders their fate to the advocate. However, if the advocate does not offer work properly, the petitioner may lose the case in the court of law, which may affect his/her entire life prospects. Thus, the relationship is based on trust and faith. Hence, to develop this faith in clients, professionals must first develop the trust in their clients by depicting an honest and sincere behaviour consistently. Although the clients pay the fees to the professionals for their services, the relationship has human touch and is only based on trust.

ACTIVITY 4

List down at least two incidents of how you could/can build up the trust between you and the client and submit them in the E-portfolio.

6.3 How Trust Can Be Built Between Professional and Client

It is essential that the relationship between professionals and their clients is based on **trust** which should not be breached. It is the responsibility of the professionals to build this trust with the client for effective and smooth services. Building this trust is not an easy task and it requires a great amount of effort and sometimes even sacrifices on the part of the professionals. How to build this trust is discussed in detail in the lesson related to 'Professional Excellence'.

7.0 PROFESSIONALS ARE SELF-REGULATING

Since professionals are experts and are at the top of their professions and possess mastery on a complex body of knowledge, it is difficult for a common man to identify mistakes of professionals and even if a client is able to notice the intentional malpractice or unintentional mistakes committed by professionals, the power relationship between client and professionals is such that it is difficult for the client to highlight those mistakes or malpractices in front of the professionals. Some professionals misuse this situation for their short-term gains. Since it is a matter of expertise, even courts of law find it difficult to punish a professional for his/her wrong doings. The following example will help to clarify this:

Example 4

If a student complains in the court of law that due to some prejudices, his/her teacher of a particular course has given him/her less marks as compared to what s/he deserves, then the judge will not be able to decide whether concerned teacher has given appropriate marks or not, the Judge may be forced to appoint a committee of three other professors of that subject to examine the concerned students and find out the facts. Thus, only professionals can identify mistakes or malpractices of their fellow professionals.

If more professionals become complacent and do not do their duty sincerely, or, due to some kind of greed, commit intentional malpractices; then it brings disrepute to that profession. Trust of the client in that profession erodes. In the long run it may become difficult for the professionals to function effectively. An example can illustrate this further.

Example 5

In developed countries, where medical practitioners started to charge high fees from their patients. In pursuit of earning more money, they started treating more patients and giving them lesser time to each patient and in this process eroded the trust between doctors and patients. If this trust deficit exists and something goes wrong in the medical treatment and the doctor is not able to cure the patients, then the patients may not hesitate in taking legal action and claim compensation from doctors who will be forced to pay. However, it may be very difficult to say with guarantee that it is because of the negligence of the doctor only.

As discussed earlier, the treatment of illness involves high degree of uncertainty, as many factors are responsible for successful treatment and out of these factors, considerable numbers of factors are not in the control of the doctors. Just because of the greed and malpractice of some doctors, people have started to see all doctors with suspicion. Therefore, of late doctors are getting their practice insured, to avoid paying the huge compensation so that, in case something goes wrong the insurance company pays the compensation. Ultimately, the cost of insurance premium is collected from patients as part of consultation fee and this further increases the cost of treatment.

Similarly, misuse of autonomy by some teachers in giving marks to students based on their liking or disliking due to personal reasons rather than academic reasons have reduced the trust in teaching community and society felt the need of external examinations by the 'Examination Boards' or affiliating universities. This has increased the cost of examinations, as students have to spend extra time and money in external examinations, which in turn reduces the time and resources available for stress free teaching-learning process.

Therefore, for a smooth functioning of every profession, it is mandatory that the behaviour of every professional remains high in the eyes of the society. For this to happen, the professionals must maintain the highest standards of integrity in their practice and conduct, so that society continues to trust them. Unfortunately, due to a few individuals in every profession who misuse this relationship of trust to satisfy their ever-increasing greed, has brought disrepute to the professions and has made the society suspicious of even honest professionals. *Therefore, if professionals want that prestige of their profession to remain intact, then it becomes the duty of the conscious professionals not only to self-regulate themselves but also, to prevent their fellow professionals from engaging in malpractices.*

Leaders amongst the professionals need to form professional societies or councils and make it mandatory for their fellow professionals to become members of these societies/councils. These societies/councils ensure that professionals maintain at least, some minimum standards of expertise and exhibit honest and ethical behavior in their practice. Governments also give some regulating power to these councils by act of parliament. Some examples of councils and societies are-

- a) All India Council of Technical Education
- b) Council of Architecture
- c) Medical Council of India
- d) Nursing Council of India
- e) Pharmacy Council of India
- f) Bar Council of India
- g) Indian Society for Technical Education.

Some of these societies or councils are entrusted with the powers of issuing licenses to practice to its members. These councils also make code of conduct and every member is supposed to follow it. In case, a member breaches this *code of conduct*, even after reprimanding a member for mending his/her ways, then the professional body/council may punish him/her and in extreme cases, the council may revoke the license of practice issued to such members.

Thus, professions have to be '*self-regulating*' to maintain their prestige and relationship of trust they enjoy with society. In case of other occupations, public at large can ensure quality of goods and services just based on their common sense and general knowledge. For example, if politicians do not work up to expectations then the public votes them out. If administrators do not work up to their expectations, then the politicians (ministers) can control or punish them. If businessmen do not deliver, then market forces throw them out. Thus, self-regulation is a necessity for professions, as compared to other occupations. This is because, the working of professions is so complex that, only the members of that profession can understand which member is engaged in malpractice.

ACTIVITY 5

List down at least two steps that you have decided to take for '*self-regulation*' of yourself and submit them in the E-portfolio.

8.0 SUMMARY

If you want to determine whether any occupation may be termed as a profession or not, you must check the presence of the five essential characteristics mentioned in this lesson. Even if one of the five characteristics is missing, then that occupation cannot be termed as a profession. If the practitioners of any occupation say administrators follow above five characteristics, then it may help them to excel and look different from others in their occupation. The corollary of this proposition is that, if the so-called 'professionals' do not follow these five characteristics in their profession, then they no more remain true professionals. For example, if a faculty member of an higher education institute do not do make any efforts to create new knowledge in his/her field of specialization (by reading journals/attending conferences and so on) and do not contribute to the creation of new knowledge by engaging in research or guiding student's researches, then s/he is not fulfilling the condition number (ii) and hence s/he is not a true professional.

It is obvious from the discussions thus far, that all occupations such as administrators and executives (IAS, Income Tax commissioners, Revenue officers and other Govt. Officers, Managers) Armed Forces (Military, Police, and such others), Traders (Businessmen and Marketing Executives), Workers (technicians, plumber, carpenters, clerks and such others) work for the benefit of the society and require some knowledge, skills and a great degree of honesty and sincerity. Although, all these occupations are very important for the society, but

they generally do not fall under the category of professions as in all of these occupations, the five characteristics as discussed in the beginning of this lesson.

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L-1 DISCUSSION FORUM

Start a discussion on social media on any one or more of the five characteristics of your profession.