

# Professional Ethics: Unit 1 - Part 1 of 2

## Ethics, Integrity, and Aptitude

Brijendra Pratap Singh

Department of Computer Science & Engineering  
Motilal Nahru National Institute of Technology Allahabad  
Prayagraj - 211004, India

August 2019



## Ethics

- Ethics may be defined as the systematic study of human actions from the point of view of their rightfulness or wrongfulness, as means for the attainment of the ultimate happiness. It is the reflective study of what is good or bad in that part of human conduct for which human has some personal responsibility.
- In other words, Ethics is a set of standards that a society places on itself and which helps guide behaviour, choices and actions.



## Ethics

- Ethics is one of the branches of philosophy.
- As a philosophical discipline, ethics is the study of the values and guidelines by which we live.
- It also involves the justification of these values and guidelines.
- It is not merely following a tradition or custom. Instead it requires analysis and evaluation of these guidelines in light of universal principles.
- As moral philosophy, ethics is the philosophical thinking about morality, moral problems, and moral judgments.



## What Ethics is Not?

- Ethics is not morality.
- Ethics is not religion.
- Ethics is not following the law. In law, a man is guilty when he violates the rights of another. In ethics, he is guilty if he thinks of doing so (Immanuel Kant). A good system of law does incorporate many ethical standards, but law can deviate from what is ethical.
- Ethics is not following culturally accepted norms. Some cultures are quite ethical , but others become corrupt - or blind to certain ethical concerns. (e.g., Caste system in India, Slavery in United States before civil war)





## Branches of Ethics

- Descriptive Ethics
- Normative Ethics
- Meta - Ethics
- Applied Ethics



# Moral and Morality

## Moral and Morality

- Moral is related to issues of right or wrong and to how individuals should behave.
- Morality means standards of conduct that are accepted as right or proper.
- It is based on personal conscience.

## Morality and Ethics

- Ethics and morals seem to appear similar on the face of it, but if one analyzes deeply, there is a subtle difference.
- Ethics define the code that a society or group of people adhere to, while morality delves into the right and wrong at a much deeper level, both personal and spiritual.
- Morals define personal character, while ethics stress a social system in which those morals are applied.

# Values

## Values

- Values describe ideas that we value or prize.
- To value something means that we hold it dear and feel it has worth to us.
- As such, there is often a feeling or affective component associated with values.
- Often, values are ideas that we aspire to achieve, like equality and social justice.

The five core human values are:

(1) Right conduct, (2) Peace, (3) Truth, (4) Love, and (5) Non-violence



## Right Conduct

- Posture, good manners, courage, punctuality

## Peace

- Calmness, gratitude, happiness, harmony, humility, tolerance

## Truth

- Fairness, honesty, integrity (unity of thought, word, and deed), truthfulness





## Love

- Acceptance, affection, care, compassion, empathy, generosity, gentleness

## Non-violence

- Appreciation of other cultures and religions, brotherhood, care of environment, social justice



## Role of Family

- First and major agency of socialization
- great influence on the development of the child
- shown by various studies that most of the children who are successful/great achievers and well - adjusted come from the families where sustaining wholesome relationships exist. It is the home, which sets the pattern for the child's attitude towards people and society, and intellectual growth in the child



## Role of Society

- The success of any government depends upon the effective collaboration of its citizens.
- This is possible only if our educational system and mass media are reoriented to character-building among the people.
- People's character is the ultimate source which can supply kinetic energy for modernisation and development.
- There is a great need to infuse civic consciousness, patriotism and discipline among the citizens



## Role of Educational Institutes

- Education necessarily involves transmission of values
- Development of the human personality, pursuit of knowledge, preservation of culture, development of character, promotion of social justice, scientific temper, democracy, secularism



## Attitude

- Attitude refers to a psychological tendency
- Attitudes are the feelings and beliefs that determine the behaviour of the persons
- The attitudes may be positive or negative
- The positive attitudes yield favourable behaviour and the negative attitudes yield unfavourable behaviour
- The persons having positive attitudes towards the job and organisation may contribute their best to the organisation



# Components of Attitude

## Cognitive Component

The cognitive component of attitudes refers to the beliefs, thoughts

## Affective Component

The affective component of attitudes refers to feelings or emotions (e.g., fear, sympathy, hate, like, pleasure)

## Behavioural Component

The behavioural component of attitudes refers to a tendency or a predisposition to act in a certain manner. The predisposition to behave in a certain manner may be caused by affective and cognitive components .



# Categories of Attitude

## Explicit Attitudes

The attitudes which are the result of conscious cognition, which means person is aware of his or her attitude

## Implicit Attitudes

Implicit attitudes are derived from past memories, which are rooted in unconscious cognition. These are largely influenced by affective experiences. Cultural biases have appreciable impact on implicit attitudes.



# Formation of Attitude

## Formation of Attitude

Right from our birth onwards , we are exposed to a wide variety of stimuli, both directly and indirectly , which lead to our acquiring particular attitudes towards the altitudinal object . It is believed that attitudes are by and large acquired as a result of various **life experiences**, although a small but growing body of evidence indicates that attitudes may be influenced by **genetic factors**, too.





# Why are Values Important?

## Why are Values Important?

- Weak application of values or promotion of inappropriate values can lead to reductions in essential elements of democratic governance, as well as to ethical and decision making dilemmas.
- In spite of the enactment of laws, rules and regulations to ensure impartiality, honesty and devotion among the civil service, there still remains a vast area of administrative discretion which cannot be controlled by formal laws, procedures and methods.



# Some Important Values

## Some Important Values

- 1 Honesty and integrity
- 2 Impartiality
- 3 Respect for the law
- 4 Respect for the persons
- 5 Diligence
- 6 Economy and effectiveness
- 7 Responsiveness
- 8 Accountability



## Aptitude

- An aptitude is a component of a competency to do a certain kind of work at a certain level, which can also be considered as talent.
- Aptitude is the ability to deal with aspects of the environment and to perform a particular behaviour.
- Aptitudes may be physical or mental .
- Aptitude is also defined as the aptness or quickness to succeed in a specific field of activity.



# Attitude vs Aptitude

## Attitude vs Aptitude

- Attitude is the manner, disposition, feeling, position, etc., with regard to a person or thing . It is the way you think about any particular person or thing.
- Aptitude is a capability or talent innate or acquired for performing some particular task. If you have an aptitude for languages, for instance, you can learn them faster than other people.
- Altitude has to do with the character and aptitude has to do with competence. Character is relatively permanent whereas aptitude can be changed and developed.



# Attitude vs Aptitude Example

## Attitude vs Aptitude Example

- An administrator may be very good in problem solving (aptitude part) but may have the tendency to procrastinate the decisions (attitude part).
- An administrator may have a good aptitude in resolving the communal issues (aptitude part) but may have a negative attitude towards a particular minority (attitude part) which will naturally influence his overall decisions.



## Integrity

- Integrity is defined as consistency between beliefs, decisions and actions, and continued adherence to values and principles.
- The values and principles that are adhered to should be ethical values such as honesty, openness, accountability, and trustworthiness.
- Integrity is a fundamental moral virtue, and the bedrock upon which good character is built.
- Integrity is revealed when people act virtuously regardless of circumstance or consequences. This often requires moral courage.

C. S. Lewis

**Integrity is “doing the right thing even when nobody is watching.”**



# Integrity vs Honesty

## Integrity vs Honesty

- Honesty and Integrity are often used interchangeably. But they are two different concepts.
- Honesty can be defined as “being trustworthy, loyal, fair, and sincere”. An honest person is free of deceit, she/he is truthful and sincere.
- Integrity can be defined as “steadfast adherence to ethical code”. It can be said that honesty is momentary whereas integrity is eternal.
- A key difference that can be identified between honesty and integrity is that one cannot have integrity without being honest, but one can be honest and lack integrity.
- For example, an honest public official himself does not indulge in corruption, but in being honest and loyal to his superior, he may aid and abet in the commission of a crime.
- **Maryada Purushottam Ram** is known for impeccable integrity in his public and private conducts.

## Intellectual Integrity

- Intellectual integrity is defined as recognition of the need to be true to one's own thinking and to hold oneself to the same standards one expects others to meet. It also means to honestly admit discrepancies and inconsistencies in one's own thought and action, and to be able to identify inconsistencies in one's own thinking.
- The opposite of intellectual integrity is intellectual hypocrisy, a state of mind unconcerned with genuine integrity.





## Impartiality

- Impartiality means acting solely according to the merits of the case and serving governments of different political parties and the general public equally well and in the same spirit.
- Impartiality requires public servants to refrain from opinions, positions or actions that demonstrate a bias toward or against a particular cause or course of action , including the defence of government policies.



## Non- partisanship

- Partisanship is the act of supporting a party, person or cause. Partisanship refers in general to actions supporting or opposing political parties or biases.
- Non-partisanship means being free from party affiliation or bias towards any particular political group.
- Non-partisanship requires an official to deliver impartial, objective, and unprejudiced service to the government of the day without seeing preferences or loyalty towards a political party or any group.



# Significance of Impartiality and Non-partisanship

## Significance of Impartiality and Non- partisanship

- ensuring objective and evidence based advice which ministers can use in establishing policies and programs for general public
- providing the information ministers need to fulfil their accountability role to Parliament and the public
- ensuring a legal and constitutional transition when democratic processes result in new administrations



## Objectivity

- The principle of objectivity implies that the decisions and actions should be based on observable phenomena and should not be influenced by emotions , biases or personal prejudices.



## Empathy

- Empathy refers to the ability to imagine oneself in another's place and understand the others' feelings, desires, ideas, and actions.
- In other words, empathy is about being able to accurately hear out and understand the thoughts, feelings; and concerns of others, even when these are not made explicit.
- The ability to empathize is directly dependent on your ability to feel your own feelings and identify them. It means in order to empathize with others, we need to become aware of what we are actually feeling to acknowledge, identify, and accept our feelings. Only then we may empathize with others.



# Significance of Empathy

## Significance of Empathy

- Empathy is widely recognized as a universal virtue, closely related to many other virtues, such as love, compassion, kindness, tolerance, respect, and acceptance.
- It is promoted as the empathy is the cornerstone for moral and character development. It is also essential for working towards inclusiveness in society.



# Sympathy and Empathy

## Sympathy and Empathy

Sympathy and empathy are both acts of feeling, but with sympathy you feel for the person; you are sorry for them or pity them, but you don't specifically understand what they are feeling. However, in empathy, to an extent you are placing yourself in that person's place, have a good sense of what he feels and understand his feelings to a degree.



## Tolerance

- Tolerance or toleration is a fair, objective, and permissive attitude toward those whose opinions, practices, race, religion, nationality, etc., differ from one's own; freedom from bigotry.
- In other words, tolerance is respect, acceptance and appreciation of the rich diversity of our world's cultures, our forms of expression and ways of being human.
- It is fostered by knowledge, openness, communication, and freedom of thought, conscience and belief. Tolerance is harmony in difference.





## Significance of Tolerance

- Tolerance is the responsibility that upholds human rights, pluralism, democracy, harmony and the rule of law.
- It involves the rejection of dogmatism and absolutism and affirms the standards set out in international human rights.
- The practice of tolerance does not mean toleration of social injustice or the abandonment or weakening of one's convictions.
- It means accepting the fact that human beings, naturally diverse in their appearance, situation, speech, behaviour and values, have the right to live in peace and to be as they are.



## Compassion

- Compassion is the understanding or empathy for the suffering of others.
- More involved than simple empathy, compassion commonly gives rise to an active desire to alleviate another's suffering.
- Compassion involves a sense of empathy. It does not end with pity.
- It invokes sensibilities to understand and even feel the pain of others and motivates one to be truly helpful in overcoming this pain.
- Ranked as a great virtue in numerous philosophies, compassion is considered in almost all the major religious traditions as among the greatest of virtues.



## Compassion

Characteristics of 'compassion' can be understood by noticing that someone who is compassionate:

- Has an active desire to alleviate another's suffering
- Helps others because he wants to, not because he has to
- Understands the feelings of others
- Shows empathy towards another person
- Shows kindness without expecting anything in return
- Recognizes and helps others that are less fortunate than himself



## Empathy and Compassion

- Empathy is a form of compassion and it is important because otherwise you could care less about what others are going through.
- When you can directly relate to something someone is going through, it will sometimes give you a drive and motivation to help that person especially if what you went through was also a traumatic event for you
- You cannot just sit back and watch someone else go through it and possibly have the same outcome as you had .
- Thus, empathy is closely related to compassion, but empathy precedes compassion and is a pre-requisite for compassion.



## Significance of Compassion

- Understands the needs of the marginalised and disadvantaged, along with the needs of the wider public
- Strives to respond quickly to meet their needs in a respectful, helpful and responsive manner
- Understands issues from others' perspective , particularly the disadvantaged



## Rule of Law

- Rule of law indicates that no branch of government is above the law, and no public official may act arbitrarily or unilaterally outside the law . This requirement is sometimes explained with the phrase “no one is above the law” .
- Rule of law is also regarded as a principle of governance in which all persons, institutions and entities, public and private, including the State itself, are accountable to laws that are publicly promulgated, equally enforced and independently adjudicated.



## Equity and Equality

- Equality is usually taken to mean that everyone should be treated the same.
- Equity recognizes that some people have to overcome obstacles to access resources or opportunities (obstacles like illiteracy, perpetual poverty, remote areas, and place in social hierarchy).
- Therefore, according to equity principle, groups can be treated differently in the application of policy or the law, so as to compensate for these obstacles, and to produce just or fair outcomes.





## Question

“In looking people for hire, you look for three qualities: integrity, intelligence, and energy. And if they do not have first, the other will kill you.” – Warren Buffet

What do you understand by this statement in present day scenario? Explain.





# Emotion and Intelligence

## Emotion

- Emotion is an affective state of consciousness in which joy, sorrow, fear, hate, or the like, is experienced, as distinguished from cognitive and volitional states of consciousness.
- Whereas, the term 'affective' is defined as something pertaining to feeling or emotions, especially pleasurable or unpleasurable aspects of a mental process

## Intelligence

Intelligence is a set of cognitive abilities which allow us acquire knowledge, to learn and to solve problems.



## Emotional Intelligence

- 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. – Mayer and Salovey (1971)
- Emotional intelligence refers to the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions, well in ourselves and in our relationships. – Goleman (1998).
- In simple words, emotional intelligence refers to attributes such as understanding one's feeling, empathy for others, and the regulation of emotions to enhance one's life.



# Emotional Intelligence - Heart and Head Combined

## Emotional Intelligence - Heart and Head Combined

- It is important to understand that Emotional Intelligence is not the opposite of intelligence, it is not the triumph of head over heart, **it is the unique intersection of both.**
- Think about the definition of emotion, intelligence, and especially, of the three parts of our mind - affect/emotion, cognition/thinking, volition/motivation. Emotional Intelligence combines affect with cognition and emotion with intelligence.
- Emotional intelligence, then, is the ability to use your emotions to help you solve problems and live a more effective life. Emotional intelligence without intelligence, or intelligence without emotional intelligence, is only part of a solution. It is the head working with the heart.



# Four different areas as perceived by Mayer and Salovey

## Perceiving Emotions

In order to properly understand the emotions, it is, first, necessary to accurately perceive them, in many cases, this might involve understanding non - verbal signals such as body language and facial expressions.

## Reasoning with Emotions

Reasoning with emotions involves using emotions to promote thinking and cognitive activity. Emotions help prioritize what we pay attention and react to.



# Four different areas as perceived by Mayer and Salovey

## Understanding Emotions

The emotions that we perceive can carry a wide variety of meanings. If someone is expressing angry emotions, the observer must interpret the cause of their anger and what it might mean. For example, if your boss is acting angry, it might mean that he is dissatisfied with your work; or it could be because he got a speeding ticket on his way to work that morning or that he's been fighting with his wife.

## Managing Emotions

The ability to manage emotions effectively is a key part of emotional intelligence. Regulating emotions, responding appropriately and responding to the emotions of others are all important aspects of emotional management.



# Domains of EI as Given by Daniel Goleman

Goleman gave five domains that delineate the parameters of emotional intelligence:

## 1. Being self aware

The ability to recognize a feeling as it is happening is fundamental to EI. If we are unable to notice our emotions, we can be overwhelmed and also flounder at the mercy of these strong feelings.

## 2. Managing emotions

This rests upon self-awareness; once aware, we need to handle our emotions. The goal is to 'balance' the emotions, i.e., neither emotional suppression nor emotional excess. It is a continuous exercise and those who can handle emotions can face life's upsets better and far more quickly than those who do not.

## 3. Having self-motivation

Underlying the accomplishment of any sort of goal is the ability to marshal



# Domains of EI as Given by Daniel Goleman

## 4. Recognizing the emotions of others

People skills are based on a capacity for empathy and the ability to stay tuned to the emotions of others. Empathy kindles altruism and lies at the basis of professions that deal with caring for others, such as teaching, management, and the healing arts.

## 5. Handling relationship

Interpersonal effectiveness is dependent on our ability to manage the emotions of others. Brilliant projects and Innovative Insights are often never realized because of a lack of social competence and leadership skill.



# Attributes of an Emotionally Intelligent Administrator

An emotionally intelligent administrator will possess the ability to:

- Handle conflicts constructively
- De-personalize from the angers of others
- Deal with uncertainty and change
- Identify and abide by core values and beliefs that shape the choices you make
- Understand and empathize with positions different from others
- Manage difficult/unreasonable persons in all situations





## Emotional Quotient

- Emotional quotient (EQ), also called emotional intelligence quotient, is a measurement of a person's ability to monitor his or her emotions, to cope with pressures and demands, and to control his or her thoughts and actions.
- The ability to assess and affect situations and relationships with other people also plays a role in emotional intelligence.
- This measurement is intended to be a tool that is similar to Intelligence Quotient (IQ), which is a measurement of a person's intellect.



# Importance of EQ

## Importance of EQ

EQ is an indicator of the accomplishment in the formation, maintenance and enrichment of both personal and professional relationships which manifests through the following aspects of an individual.

- **Physical Health:** The ability to take care of our bodies and especially to manage our stress, which has an incredible impact on our overall wellness, is heavily tied to our emotional intelligence. Only by being aware of our emotional state and our reactions to stress in our lives can we hope to manage stress and maintain good health.
- **Menial Well-Being:** Emotional intelligence affects our attitude and outlook on life. It can also help to alleviate anxiety and avoid depression and mood swings. A high level of emotional intelligence directly correlates to a positive attitude and happier outlook on life. It results in the the ability to stay calm in stressful situations and helps deal with the negative emotions. **In order to change the way one feels about a situation, one must first change the way one thinks about it.**

# Importance of EQ

## Importance of EQ

Continued ...

- **Relationships:** EQ reflects the ability to read others cues, to accurately perceive and understand others emotional, physical and verbal expressions. Understanding the needs, feelings, and responses of those we care about leads to stronger and more fueling relationships.
- **Conflict Resolution:** When we can discern people's emotions and empathize with their perspective, it's much easier to resolve conflicts or possibly avoid them before they start. We are also better at negotiation due to the very nature of our ability to understand the needs and desires of others. It's easier to give people what they want if we can perceive what it is.



# Importance of EQ

## Importance of EQ

Continued ...

- **Success:** Higher emotional intelligence helps us to be stronger internal motivators, which can reduce procrastination, increase self-confidence, and improve our ability to focus on a goal. It also allows us to create better networks of support, overcome setbacks, and persevere with a more resilient outlook.
- **Leadership:** The ability to understand what motivates others, relate in a positive manner, and to build stronger bonds with others in the workplace inevitably makes those with higher emotional intelligence better leaders. An effective leader can recognize what the needs of his people are so that those needs can be met in a way that encourages higher performance and workplace satisfaction.



# Value Conflicts

## Value Conflicts

- A value conflict occurs when individuals or groups of people hold strong personal beliefs that are in disagreement within themselves or in disagreement with the institution's/organization's values. These may include religious differences, cultural differences or differences in upbringing.
- Values based conflicts are particularly pervasive in public policy. Indeed, nearly all public (policy) controversies entail divergent beliefs about what is right and what is wrong, what is just and what is unjust.



## Value Conflicts

Many policy decisions are essentially choices among competing values, Simply consider how:

- Efforts to promote equal opportunity might result in conflicts among values such as efficiency, justice, equality, diversity, merit, and individual achievement
- Crime prevention policies might trigger competition among values such as liberty, safety, due process, equity, effectiveness, access, and justice
- Domestic security policies might produce conflict among values such as knowledge generation, information sharing, confidentiality, privacy, civil liberties, individual rights, and safety



# Ethical Dilemma

## Dilemma

A dilemma is a problem offering two possibilities, neither of which is practically acceptable, One in this position has been traditionally described as “being on the horns of a dilemma”, neither horn being comfortable.

## Ethical Dilemma

An ethical dilemma arises from a situation that necessitates a choice between competing sets of principles. Thus an ethical dilemma can be described as a circumstance that requires a choice between competing sets of principles in a given, usually undesirable or perplexing, situation.



## Ethical Dilemma

There are three conditions that must be present for a situation to be considered as ethical dilemma

- The first condition occurs in situations when an individual, called the “agent” must make a decision about which course of action is best. (But situations that are uncomfortable but that don't require a choice are not ethical dilemmas.)
- The second condition for ethical dilemma is that there must be different courses of action to choose from.
- Third, in an ethical dilemma, no matter what course of action is taken, some ethical principle is compromised. In other words, there is no perfect solution.





## Ethical Dilemma

There are two sources of guidance by which human beings can judge the morality of their actions . These sources are particularly important to public administrators and may offer clearer and more practical guidance. One is outside the actor, and is law; the second is within the actor, and is conscience. These two impose on us an obligation to be moral, that is, to do good and avoid evil.



# The Notion of Law

## Law

Thomas Aquinas defined law as “an ordinance of reason for the common good, promulgated by him who has Care of the community”.

## Regulation

Although law is an ordinance or a rule resulting from human reason, it is not the same as a regulation or ordinary rule. Regulations often help clarify laws, although sometimes they do not achieve that objective.



## Probity

- Probity is the evidence of ethical behaviour in a particular process. The term probity means integrity, uprightness and honesty. For Government employees and agencies, maintaining probity involves more than simply avoiding corrupt or dishonest conduct. It involves applying public sector values such as impartiality, accountability and transparency.
- It is also regarded as strict adherence to a code of ethics based on undeviating honesty, especially in commercial (monetary) matters and beyond legal requirements.



## Codes of Ethics

- Code of Ethics is a written set of guidelines issued by an organisation to its officials to guide their conduct in accordance with its primary values and ethical standards. It ensures that individuals belonging to an organization have a consistent approach in carrying out their responsibilities and making decisions.
- The Codes of Ethics generally include values and principles like: Integrity, Impartiality, Commitment, Accountability, Devotion to duty, Exemplary behaviour



## Codes of Conduct

- A Code of Conduct is a set of rules outlining the expected behaviour from the members of an organisation.
- The purpose of Code of Conduct is to regulate the conduct of members on various transactions.
- In India, the Central Government has issued conduct rules for government employees known as Central Civil Services [Conduct] Rules 1964.
- These Conduct Rules cover matters such as property transactions, acceptance of gifts, joining of non-political organization and host of other issues covering almost every activity which a normal individual undertakes.



# Code of Ethics vs Code of Conduct

## Code of Ethics vs Code of Conduct

A code of ethics covers broad guiding principles of good behaviour and governance while a code of conduct would, in a precise and unambiguous manner, stipulate a list of acceptable and unacceptable behaviour and actions.



## Private Interests

- The term 'private interests' includes not only the personal, professional or business interests that an officer may have, but also the personal, professional or business interests of the individuals or groups that the officer associates with.
- This might include relatives, friends or even rivals and enemies.
- In other words, private interests are those interests that can bring either benefits or disadvantage to the officer, or to others whom the officer may wish to benefit or disadvantage.
- Such interests can involve an actual or potential financial gain or loss and can involve property, shares, unpaid debts, or some form of gift or benefit - including a job opportunity or secondary employment.



## Public Interest

- The 'public interest' is the collective interest of the entire community - not the sum of individual interests or the interest of a particular group.
- All public sector officers have a public duty to put the public interest above their own personal or private interests when carrying out their official duties.
- This principle applies to anyone engaged to deliver government programs and services, whether as a full or part - time employee, casual or contract staff member, board member, consultant or volunteer.





## Conflicts of Interests

Public officials are also individuals, and there will be occasions when an officer's own private interests may come into conflict with their public duty to put the public interest first.

