

1. India lost the World Cup semi-final against New Zealand. What sort of attitude should one ardent cricket follower have to digest the loss? Discuss.

Introduction:

Despite giving a tough fight to New Zealand in the semi-finals at the ICC World Cup, India lost the match by 18 runs on Wednesday. The unexpected loss left largely disappointed fans back home trying to come to terms with the heart-breaking end of the team's bid for a third World Cup crown.

Body:

Watching your favourite team lose can be tough to handle, learning how to handle the losses is an important part of being a fan.

The best attitude one can have to digest the loss is:

- **Maintaining emotional intelligence:** Emotional intelligence encompasses being aware, being able to harness and use emotions for good and the ability to manage emotions, especially your own. The loss should not lead to unruly behaviour and uncalled frustration. A fan must always remember he represents his team as much as he represents himself.
- **Acknowledge your feelings:** If one is angry or upset about their team losing, don't pretend otherwise. Give yourself a chance to vent a little bit, or at least be disappointed. Because it's only a game, there is no reason for our anger or sadness to lead to personally destructive behaviour.
- **Be optimistic:** The great thing about sports is that there will always be another game. Another game means another chance to win. Instead of dwelling on the game your team lost today, think about the game they could win next time out.
- **Talk to other fans, brainstorm the causes:** Sports are a great group experience, and even if you are watching alone at home, there are other people out there enjoying the game too. Calling friends who are also fans to let off steam and cope with the disappointment of a losing team or even brainstorm ways to fix what went wrong can help vent it out.
- **Remembering it's just a game:** Life is full of other important things than who wins and loses a game that we aren't even playing in. While people can lose sight of this in the excitement of a game, it is always a good reminder after a loss. This doesn't make your disappointment at losing any less real, but can help you move past it quickly.
- **Staying loyal to the team:** One loss shouldn't be enough to drive us from supporting our team. Staying loyal after a loss, can give a big psychological boost. Also, sticking it out through the bad times will make it feel even better when your team does win the big one.
- **Remember the good times:** While losses hurt, no team loses all the time. To get over a big defeat, think about the team's good times. Remember great comebacks, championships, or even just good times with friends and family watching your team. Ex: India was on top of the points table before the semi-finals.

- **Be prepared to deal with taunting from other fans:** Taunting, insults, and banter are parts of the sports fan experience, and fans of the losing team almost certainly are a target after losing. Rather than being surprised when it happens, be prepared to handle it appropriately.

Conclusion:

Looking at the positives of the World Cup and the journey it took to get there, is enriching and inspiring in itself. As our Honourable Prime Minister said, It was “A disappointing result, but good to see Team India’s fighting spirit till the very end. India batted, bowled, fielded well throughout the tournament, of which we are very proud. Wins and losses are a part of life.”

2. A positive attitude causes a chain reaction of positive thoughts, events and outcomes. It is a Catalyst and it sparks extraordinary results. Elucidate.

Introduction

Attitude is a predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation. Attitude influences an individual's choice of action, and responses to challenges, incentives, and rewards. Positive attitude is a mental attitude reflecting a belief or hope that the outcome of some specific endeavour or outcomes in general, will be positive, favourable, and desirable.

Body

Positive attitude is catalyst for extraordinary results

- **Brings positive opportunities:** Positive people are easily approachable and more likeable than someone who is constantly looking at the negative side of things.
- **More open mindedness:** Look at the positive side of things, search and find the positive spin on things, look for the good in people instead of just focusing on the negative.
- **Perspective changes:** People with a positive outlook, view life, challenges, and the situations they go through, with confidence and are sure they can deal with them.
- **Subconscious mind:** Subconscious mind responds to your new attitude by helping you improve your life. It will guide you to positive situations and people that will help you create the life you want.
- **Eliminate negative thoughts:** Focus on the positive -attract more positive situations. Feed your subconscious mind positive messages; create empowering beliefs that will launch you to success and happiness.
- **Self satisfaction:** irrespective of the results and consequences we try to give our inputs in the process of work

- **More focus on goal:** Positive attitude channelizes all thoughts, energy and process towards the goal

Examples:

- Nelson Mandela: He spent 27 years in prison. This show how the freedom fighter who would become South Africa's first black president with positive attitude and hoping the best to happen.
- Gandhi: Gandhi fought for independence with lot of struggle for decades with optimistic values.
- Abraham Lincoln: He was extremely poor in childhood and bankrupt once in later life, he repeatedly failed to secure the political posts he wanted, most of his children died, as did a fiancée, and he had depression troubles. Still, he was the man we know he was.
- Dhirubhai Ambani: A gas station attendant who didn't let his circumstances dictate his destiny. Today, his name is amongst India's most famous sons and one of world's greatest entrepreneurs.
- At personal level positive belief gives us strength to learn from the defeat, stand up and fight again. Walt Disney was criticized for not being creative, he continued his work diligently, and later he became genius in cartoon designing.
- At professional level rewards and appreciation towards his employees enhances the positive attitude to work more.

Buddha rightly said,
“Watch your thoughts, they become words;
Watch your words, they become actions;
Watch your actions, they become habits;
Watch your habits, they become character;
Watch your character, for it becomes your destiny.”

Conclusion

Finding success through a positive mental attitude is all about acceptance of failures and growth. Through optimism, you can find the strength to walk forward, find yourself, and accomplish great things.

3. We cannot change our past. We cannot change the fact that people act in a certain way. We cannot change the inevitable. The only thing we can do is play on the one string we have, and that is our attitude. Comment.

Introduction

Attitude is a predisposition or a tendency to respond positively or negatively towards a certain idea, object, person, or situation. Attitude influences an individual's choice of action, and responses to challenges, incentives, and rewards.

Body

Let's take the same Statement and add an Anecdote of our freedom movement to it:

We cannot change our **past** – **Defeat** in hands of English East India Company.

We cannot change the fact that people act in a certain way – Bruiser's act of **Colonisation**.

We cannot change the inevitable -**Exploitation**.

The only thing we can do is play on the one string we have, and that is our **attitude**– Belief in **Non-violence**.

- Similar is the case at the Individual level also. One may have high IQ and a sharp logical mind but without the right attitude, both are rendered useless.
Eg. A bureaucrat posted in the riot-sensitive area may be very good in management and thinking logically. But she can take precautionary measures and keep things in control only when she has a positive attitude towards all the religions.
- Nelson Mandela was imprisoned for 27 years; there was nothing he could do.

He just maintained his **positive attitude** Despite Long-suffering and could win freedom for blacks in South Africa. The Positive attitude which Mandela held helped him in countering negative thoughts in mind and pushes a man towards positivity.

- On the contrary **Negative attitude** pushes a man towards failure, depression, and anxiety which makes the person mentally as well as physically sick.
Eg. The reason for the declining child sex ratio is because of the negative attitude of society towards females.
- **Hard-working nature** and overcoming failure attitude is reflected in the behaviour of a person in a critical situation.

Eg. It was ThomasAlvaEdison's 'Never Give Up' attitude that did not deter him even after repeated failures, finally inventing the electric bulb to the world.

Conclusion:

Life will always happen to one as it happens to everybody but one's attitude will determine how far one gets in life. Hence, the right attitude is all that is needed to make a big difference in any situation.

4. What is persuasion? What role does it play in public life? Discuss.**Introduction**

Persuasion is a method of changing a person's cognitions, feelings, behaviours, attitudes toward some object, issue, or person, through some kind of communication.

Body

Elements of persuasion:

- Words, images, sound, etc. as tools.
- Methods of transmission like television, Internet, face-to-face communication etc.
- A deliberate attempt to influence others.
- Self-persuasion, i.e. people are not coerced, they are instead free to choose.

Dr. Robert Cialdini's six principles of persuasion which act as universal guide to human behaviour are: reciprocity, scarcity, authority, consistency, liking and consensus.

Role in public life:

Individual perspective:

- **Need creation**- Various advertisements around us are focused on creating need for their products in a person's life, which he/she otherwise does not require.
- **Behavioural change**- Active propaganda or viral video or contents through social media persuades people to modify their behaviour.

Governance or social perspective:

- **Bringing 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.
- **Implementing public policy**- Sometimes persuasion works better than coercion; success of the initiatives like Swacch Bharat Abhiyaan- cleanliness drives and UjjwalaYojana's give it up campaign can be attributing 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.

5. Should a civil servant be concerned with his public image? Critically examine.**Introduction:**

The civil servant is like the foundation of a grand building that never gets the credit for the grandeur, even though this is the “steel frame” that holds the structure together. What gets to be known about the civil servant is what goes wrong. Very rarely does he/she get the credit for all that is happening. It is only on some rare occasions that the Seshans and KPS Gills grab the limelight. However, this appears to be changing now. The social media seems to be bringing forth a new breed altogether.

Body

Civil servants deal directly with public on the daily basis, so their public image is inevitable. Such a public image has its own pros and cons.

Should be concerned

- **Moral leaders:** Civil servants are torch bearer of New India. Their public image must be ideal for the growing society. Example: Armstrong Pame, idol of north east.
- **Smooth delivery of services:** Civil servants belong to the executive organ of the governance. For smooth delivery of services, acceptance of public and appreciation is needed.
- **Motivation:** Public acceptance and a good image works as reward to civil servant. It keeps him motivated to keep working for larger good.
- **Favourable working environment:** Good public image created a favourable working environment among colleagues to serve for betterment.
- **Team work and campaigns:** Public support is must for team work and campaigns for change. Best example of this is “Collector Bro” of Kerala, and his “Operation Sulaimani”.
- **Whist blowing against corruption:** Public image becomes strength of civil servant to do more courageously.

Should not be concerned

- **Displaced goals:** Primary duty of civil servants is to serve with a vision to build a stronger building of Indian society. Concern for public image may divert for some other short term goals and gains.
- **Rationality in decision making:** Too much concern for public acceptance may lead to make decisions in favour of public sentiments. Here keeping a safe distance from public would be better.
- **Disturbed hierarchy and work culture:** Self image will lead to ignoring the hierarchies and disturbing the work culture of a civil servant. He/she may take the full command in their own hands to show heroism, ignoring role of other colleagues.

- **Self integrity:** working irrespective of public image will keep the civil servants' integrity intact. Best example of it is Ashok Khemka, who despite of all the hurdles kept moving to fulfil his duty.
- **Neutrality and impartiality:** Concern for public image creates a bias in favour of public concerned, rather than larger goal of India as a whole.
- **Undue activism:** Undue heroism among civil servants may dilute their political neutrality and role as foundation steel frame. This may expose them to vulnerabilities.

Conclusion

- Civil servants of modern India can't afford to remain in the "ivory towers". It has to make its presence felt.
- Making a public image can help the civil servants to dispel the negative apprehensions the people have towards them, such as corruption and redtapism.
- But too much concern for public image may lead demolition of "steel frame" under undue popular sentiments.

