

1. What is journalistic ethics? What are its key principles? Discuss.**Approach**

Students are expected to write about what is journalistic ethics and also to write about journalistic ethics key principles.

Introduction

If the foundations of journalism ethics are tracked far enough, one finds that they are based on various international agreements and declarations, such as the UN Universal Declaration of Human Rights and regulations of international law. The UNESCO declaration regarding mass media (1978) and the Paris Declaration (1983), which were backed by numerous journalist associations, defined the ethical guidelines more accurately in questions related to media and journalism.

Body

Journalistic ethics:

- Journalistic ethics are basically a set of principles, standards, guidelines and code of conduct prepared for professional journalists. It deals with conduct, character and behaviour of a journalist and how he/she works before, during and after the news gathering and dissemination process.
- The student of journalism or a practicing journalist should realise that there are principles that guide this profession. The prerequisite is to have an understanding of the public function of journalism and the standards by which its aims are met. For example, the journalistic function of keeping the public informed about governmental wrongdoing falls under the commitment of the press to a free and open democracy.

According to the basic division, there are two kinds of ethics: duty-based ethics and consequentialist ethics:

- In the case of journalism, duty-based ethics stress the importance of truth, while consequentialist ethics focus on societal good. If a journalist thinks that it is most important that a story is true and that the facts are right, they follow duty-based ethics.
- On the other hand, a journalist may think that the effects of a cause are the most important aspect and, as a result, follow consequentialist ethics. Does the article offend someone? What kind of effects will the publication of the article have? Can the publication of a certain article do more harm than good, even if the facts used are correct?

In the US, in 1922, the American Society of Newspaper Editors (ASNE) adopted a set of ethical principles titled 'Canons of Journalism', which was later revised and renamed 'Statement of Principles in 1975.

The ASNE proposed six key principles; Responsibility, Freedom of the Press, Independence, Truth and Accuracy, Impartiality and Fair Play.

Important key principles in the journalistic ethics are as follows:

- **Truth and Accuracy:** Journalists cannot always guarantee 'truth', but getting the facts right is the cardinal principle of journalism. We should always strive for accuracy, give all the relevant facts we have and ensure that they have been checked. When we cannot corroborate information we should say so. For example avoiding Yellow journalism and paid news.
- **Independence:** Journalists must be independent voices; we should not act, formally or informally, on behalf of special interests whether political, corporate or cultural. We should declare to our editors or the audience any of our political affiliations, financial arrangements or other personal information that might constitute a conflict of interest.
- **Fairness and Impartiality:** Most stories have at least two sides. While there is no obligation to present every side in every piece, stories should be balanced and add context. Objectivity is not always possible, and may not always be desirable (in the face for example of brutality or inhumanity), but impartial reporting builds trust and confidence. For example avoiding engaging in one-sided media trials as recently done in SSR case, lobbying for personal gains, blackmailing, manipulating news stories, engaging in malicious and defamatory reporting, running propaganda and disinformation campaigns.
- **Humanity:** Journalists should do no harm. What we publish or broadcast may be hurtful, but we should be aware of the impact of our words and images on the lives of others. For example avoiding reporting based on communal angle and creating misleading headlines as done in pandemic by few channels on tabligi Jamaat issue.
- **Responsibility and Accountability:** A sure sign of professionalism and responsible journalism is the ability to hold ourselves accountable. When we commit errors we must correct them and our expressions of regret must be sincere not cynical. We listen to the concerns of our audience. We may not change what readers write or say but we will always provide remedies when we are unfair. For example recent TRP manipulation by few TV channels in 2020.

Conclusion

Journalistic ethics is more than a gut feeling of right and wrong. It encompasses a broad set of standards that are under constant review, and you, as a practitioner, must take the ethical responsibilities of the profession seriously at all times, in that way you will bring honour to journalism and see to it that you have helped to maintain the integrity of its practice for future generations.

2. What is the role of education in inculcating values in children? Discuss with the help of suitable examples.

Approach

Question is straight forward. In the first half of the body importance of education from ancient times can be underlined in imparting value education. Some examples can be given stressing need of character building for nation's development.

Introduction

Value education is rooted in Indian philosophy and culture and ingrained in every tradition of Indian culture. Vedas and Upanishads form the source of inspiration for value education. In Vedic period, ashram system of education, guru insisted pupil to follow set of values throughout his life. With the advent of new modern era it is necessary to build characters of moral strength and curious mind.

Body

University education commission 1948-49 mentioned the various aspects of morality as: loyalty, courage, discipline, self-sacrifice and spirituality. The Secondary Education Commission 1952-53 laid special emphasis on the following values in the formation of character of the students – Efficiency, Good Temper, Cooperation, Integrity and Discipline.

But the big question here is how to make value education more effective?

- Firstly, the moral awareness should be endorsed to orient the progress in science & technology towards the welfare of mankind.
- Secondly, common values should be re-discovered to unite human beings with the general decline of traditional values.
- Thirdly, teachers pass values to the students both consciously and unconsciously through their conduct in and out of class rooms. Therefore the need for a formal learning.
- Fourthly, student might face more complicated decision making situations about issues involving values. They should be helped in developing the ability to make proper choices in such situations through value education.

How to inculcate values in students?

- In school, children are members of a small society that exerts a tremendous influence on their moral development. Teachers serve as role model to students in school; they play a major role in inculcating their ethical behaviour.
- At the same time, peers at school may also diffuse boldness about cheating, lying, stealing, and consideration for others. Though there are rules and regulations, the educational institutions infuse the value education to the

children in an informal way. They play a major role in developing pro-social behaviour in children.

What steps can be taken to inculcate values?

- Teaching Accountability - The children should be encouraged to be accountable for their own actions and should learn to respect and treat others kindly.
- Playing Role model - The teachers are the first role model to the children outside their family. When the children sees the model showing concern for others, motivating them for their good deeds and cooperating and helpful with their academic issues, the children learn them by observing and imitate it with fellow peers.
- Teaching Basic morals and values - The children are taught basic morals and values in school. They should be taught by emphasizing the idea through many activities, stories and tales, which will encourage them to engage in more helping behaviours.
- Appreciation - The teacher should appreciate the children for developing pro-social behaviour, especially for any specific action they have done to help others.

Value education cannot be taught like other subjects civics or science however through these values can be inculcated. For example, National Movement can be taught in such a way that it leads to inculcate the values of patriotism, secularism, universal love and tolerance etc. Similarly, World History can help to inculcate values of Liberty, equality and fraternity {French Revolution}, Fundamental Rights and equality {American Revolution}; Science can help to inculcate values of scientific temper, appreciation towards laws of nature; Indian Civics can help to inculcate values of respect to constitution, respect for democracy, secularism, integrity and unity of the country, social, political and economic justice etc. Further, math can help in inculcating the values of honesty and integrity; Geography and environment can help to inculcate values of respect for other's culture, and world is one family (vasudhaiva kutumbakam).

Mahatma Gandhi in his experiment of "naya taalim" stressed on education with work. It is education of body, mind and soul. Rather than looking at education as career option we should look at education as a space for development of character.

Conclusion

Value education is not just limited to schooling but education institutes form one of the most important influencers in the lives of students. Education empowers character but values show them the direction to exercise power of their knowledge. These Values transform us from human being to being humane.

3. Can right ends justify wrong means? Substantiate your views.

Approach

As the derivative is substantiate which require you to substantiate already proven point and not debating between the various points.

Introduction

A common concept in today's society is the belief that the ends justify the means. This means that people's action is justified regardless of how they go about achieving their desired end result. For example, if some students of school justified cheating because it could help them pass an examination. As per me right ends cannot justify wrong means as there are always alternatives to reach the right ends.

Body

Right Ends Cannot Justify Wrong Means

- The quote of Gandhi that "means are as important as end" stand true as per me as Indeed the Creator has given us control (and that too very limited) over means, none over the end.
- Realization of the goal is in exact proportion to that of the means. This is a proposition that admits of no exception. For example. If a person wants to cross the ocean, he can do so only by means of a vessel; if he were to use a cart for that purpose, both the cart and he would soon find the bottom.
- 'Means are after all everything'. As the means so the end. There is no wall of separation between means and end. For example, we cannot continue getting a good fruit through planting a noxious weed. Even if once, we get than it would be short-lived and will have negative consequences.
- We have control over the means so belief and faith are leaving end to god and continue doing our work with good and right means. For example, in movie three idiots there is no justification to the action of rancho and Farhan when they stole the examination paper. They could have helped Raju by helping him in his studies or requesting "VIRUS".
- The reason the means are important and need to be right irrespective of the ends, is how we get to our goal is just as important as getting there. In other words, destiny tells us what we are to the world, but journey tells who we are; it's the journey that unlocks our potential and establishes who we are as a person and what motivates us towards action.

Conclusion

The spiritual weapon of self-purification, intangible as it seems, is the most potent means of revolutionizing one's environment and loosening external shackles. It works subtly and invisibly; it is an intense process though it might often seem a weary and

long-drawn process, it is the straightest way to liberation, the surest and quickest and no effort can be too great for it. What it requires is faith—an unshakable mountain-like faith that flinches from nothing.



4. Why do ethical standards change with time? What does happen when a society fails to adopt new ethical standards? Examine.

Approach

As there are two parts in the above question each part has to be justified according to the directives given, also a thorough explanation of how societies react to new ethical standards is needed. Moreover, each part of the question must be explained properly with suitable examples.

Introduction

Ethics seeks to resolve questions of human morality by defining concepts such as good and evil, right and wrong, virtue and vice, justice and crime. As a field of intellectual inquiry, moral philosophy also is related to the fields of moral psychology, descriptive ethics, and value theory. Ethical standards help to navigate the area between what is absolutely right and what is morally wrong. They provide the structure that helps us make a decision we can be proud of in the context of our societal, familial and personal value structures.

Body

Why ethical standards change with time-

- Ethical standards in a society themselves evolve over a period of time. Every society has its own accepted standards which guide individual behaviour in general but these standards or general guide lines are themselves influenced by various factors such as God and religion, Human conscience and intuition, a rational moral cost-benefit analysis of actions and their effects, the example of good human beings, a desire for the best for people in each unique situation, political power and ideology.
- The other major influence in the development of ethics is the passage of time. Ethical standards do not remain fixed, they transform in response to evolving situations. Over time, people change, technology advances, and cultural mores (i.e., acquired culture and manners) shift. What was considered an appropriate or accepted practice one hundred or even fifty years ago may not carry the same moral weight it once did. However, this does not mean ethics and moral behaviour are relative. It simply acknowledges that attitudes change in relationship to historical events and that cultural perspective and the process of acculturation are not stagnant.
- The major historical periods that have shaped ethics are the age of mercantilism, the Industrial Revolution, the post-industrial era, the Information Age, and the age of economic globalization, to which the rise of the Internet contributed significantly. Each of these periods has had a different impact on ethics and what is considered acceptable ethical practice.

- Sati a social practise was very much acceptable in the Indian society in the 19th century and was considered a highest standard of ethical behaviour by a woman whose husband has died, but being an inhuman practise and the role played by social reformers a legal change was brought in which banned the practise and society too accepted the change.
- From the 1940s to the 1970s, cigarettes were as common as water bottles are today. Nearly everyone smoked, from judges in court to factory workers and pregnant women. Edward Bernays, the Austrian-American founder of the field of public relations, promoted smoking among women in a 1929 campaign in New York City in which he marketed Lucky Strike cigarettes as “torches of freedom” that would lead to equality between men and women. However, by the late 1960s, and in the wake of the release of the landmark Surgeon General’s report on “Smoking and Health” on January 11, 1964, it had become clear that there was a direct link between cigarette smoking and lung cancer. Subsequent research has added heart and lung diseases, stroke, and diabetes. This way now smoking has decreased considerably in all parts of the world.

When societies fail to adopt new ethical standards-

- Ethics is important in a society because it grants the members some expectation of consistency and predictability in behaviour/action. Much in the way laws do.
- Legislating or mandating all behaviour is impossible, so we invent ethical and moral norms to cover the grey areas. Ethics covers the parts of life where no agency or ruling body has made explicit decrees. Or where they shouldn’t make explicit decrees.
- Once a group has agreed upon a set moral and ethical values, they can proceed relatively uniformly toward a goal. Knowing how people are likely to behave can ease interactions and facilitate exchange. It promotes cooperation and cohesion.
- A society without clear ethical/moral values and norms will typically experience more conflict in areas concerning “quality of human life”. Any issue that impacts or deals with things that can be referred to as fundamentally “good” or “bad” will be point of contention.
- Ultimately, ethics takes care of the big and important questions so that we can get on with furthering societal goals
- Ethical standards are important in every aspect of human life acceptance of new ethical standards is important in order to cope with the changing times brought in by the change in technology, changing environment, Rights of people and internal reformation.
- When societies fail to accept, the new realities around there are chances of growing discontent and conflicts, environmental degradation, individual mental degradation e.g., rise of terrorism and extremism around the world, global warming, communalism, gender discrimination, corruption etc.

Conclusion

In India democracy, constitutionalism and culture has played an important role in in maintaining ethical standards which India is known for, but in the wake of rising incidents of communal violence, environmental pollution, corruption and gender issues adoption of new ethical standards which will ensure that individual behaviour is in sync with the modern values. New ethical standards are important for societies to grow and evolve and function properly.



5. Why is lying bad? Why do people abhor liars? Examine.**Approach**

A simple and straightforward question where you need to examine why lying is bad and who do people abhor liars through multiple examples to substantiate your arguments.

Introduction

Lying is a form of deception, but not all forms of deception are lies. Lying is giving some information while believing it to be untrue, intending to deceive by doing so.

Body

There are many reasons why people think lying is bad, where reasons may resonate best with people based on the way they think about ethics –

- Lying is bad because a generally truthful world is a good thing where lying diminishes trust between human beings. If people generally didn't tell the truth, life would become very difficult, as nobody could be trusted and nothing one heard or read could be trusted.
- Lying is bad because it treats those who are lied to as a means to achieve the liar's purpose, rather than as a valuable end in themselves. Many people think that it is wrong to treat people as means not ends
- Lying is bad because it makes it difficult for the person being lied to make a free and informed decision about the matter concerned. Lies lead people to base their decisions on false information
- Lying is bad because it cannot sensibly be made into a universal principle. Many people think that something should only be accepted as an ethical rule if it can be applied in every case.
- Lying is bad because it's a basic moral wrong. Some things are fundamentally bad - lying is one of them.
- Lying is bad because it corrupts the liar. Telling lies may become a habit and if a person regularly indulges in one form of wrong-doing they may well become more comfortable with wrong-doing in general.

According to many philosophers and experts, in some rare instances, it may be morally acceptable to tell a lie. Disagreements about the morality of a lie seem to stem from ambiguity about the degree to which the lie caused harm. Clearly, people don't perceive all types of lies as being equally bad and immoral, and this variability seems to be tied to the amount of harm the lies cause.

- For example, an elderly woman whose family members lied to her about the fact that her son was dying of cancer. Rather than telling the elderly woman that her son was in the hospital, they told her that her son was on a long

business trip. They told this lie in an altruistic attempt to spare the elderly woman the emotional pain of learning that her son was dying.

- Another example can be when a killer asks about whereabouts of one's neighbour with intention to harm and murder him. What will a person do in this situation? Hold on to truth and allow the neighbour to be robbed of his valuables and life. Despite the fact that people advocate telling truth is a virtue, telling a lie is the right thing to do in that particular situation.

But generally, lies are considered abhorrent as they hurt the people involved and society in general. This makes people abhor liars as can be seen from the following points –

- The person who is lied to suffers if they don't find out because they can no longer make an informed choice about the issue concerned and they may make a decision that they would not otherwise have made. Further, they may suffer damage as a result of the lie.
- At the same time, lies also hurt the liar as he has to be wary of those he's lied to and he will probably suffer harm if he's found out. Further, his own view of his integrity is damaged.
- Individual conduct in a society is also dictated by a form of social contract where lying is viewed as negative trait in all interactions between humans.
- Even if the lying is never detected, the piling up of lies tends to make relationships with colleagues, friends, and family members shallower and less meaningful.
- Overall, the society is repelled by violence as the general level of truthfulness falls where other people may be encouraged to lie. Lying may become a generally accepted practice in some quarters.
- It becomes harder for people to trust each other or the institutions of society. For example, Bank run can be considered as classic case where societal trust is weakened by lies and results in collapse of institution's where resulting effects lead to degradation of economic activities.
- Overall, Social cohesion is weakened. Eventually no-one is able to believe anyone else and society collapses.
- But at the same time, societies do indulge in lying where it is considered necessary. For example, children are lied to during Christmas with regards to Santa Claus or other events in child's life are moulded by untruths. These are considered as causing no harm by most of the society.

Conclusion

Telling lie is an action generally considered to be wrong by most. Telling truth is considered a virtue as much damage is done to others and to society from too much dishonesty. Clearly, lying is an issue worth examining, as many people believe it is a bigger problem today than it has ever been. A recent Time magazine cover story concluded, "Lies flourish in social uncertainty, when people no longer understand, or agree on, the rules governing their behaviour toward one another."

6. India's test series win against Australia must have taught you some lessons in ethics. Can you discuss a few?

Approach

A straightforward question where you need to bring out the ethical lessons you learnt from the recently concluded India-Australia Test series where India won against all odds.

Introduction

Ethics is very important in all spheres of life and in cricket as well. So much so that in cricket there are worldwide rules to ensure the game is played with a sense of fairness. In fact, Cricket is one of the few sports where the Rules are described as 'Laws' and this signifies how important uniformity and fairness is in cricket. In this regard, the recent Border-Gavaskar trophy gives us many ethical lessons.

Body

To defeat Australian cricket team in their own backyard is a monumental accomplishment. To do so without more than a half-dozen first-choice players, and from the spirit-shattering 36 all out in the first Test, has few parallels. It also brings out many ethical lessons, which have gone into the win of Indian cricket team, some of which are discussed below –

- The fortitude of this Indian team will be spoken about for many years. The world has been witnessing to their indomitable spirit, their unshakeable character. This becomes important when seen in context of the Adelaide debacle (first test), where India used this initial calamity as a springboard to victory.
- Categorical Imperative: A “categorical imperative” to achieve the “far nobler end” of performing our various duties. To inculcate the categorical imperative, one has to become a moral person. On the Indian side, Ravindra Jadeja was seen padded up with a dislocated thumb. Earlier, Jaspreet Bumrah, though not completely fit, bowled with full heart. These actions reflected their commitment to 'duty', and thus on their moral personality. As Kant says, performing one's duty with 'good will' is the supreme morality.
- Some members of the spectators in the Sydney Cricket Ground used racist language against cricketers Mohammed Siraj and Jaspreet Bumrah. It is not only morally repugnant but also goes against the universal values of human rights of respecting the dignity of an individual. But Indian team didn't cow down and played the match even when the umpire suggested that the team may leave the ground if they felt the crowd's behaviour was hostile.
- Even on the field, one of the great Test players of the Australian team, Steve Smith, was caught removing Pant's guard mark, an act that can be considered a moral misconduct. It reflects very poorly on the moral aptitude of Smith. In

face of such attitude, the resolve of Indian team to play good cricket was not lost in fact, it strengthened.

- We also saw some of the Australian players mocking the grave injuries faced by the Indian players. This reflects not only the moral bankruptcy of the individuals, but also the absence of humanism in them. One of the Indicators of Human-hood for Joseph Fletcher is the concern for others, which was clearly absent in some of the Australian players.
- As young people, it is important to remember that our national philosophy, through our Constitution, is “to develop humanism”. More than that, it is the Indian philosophy to treat everyone with dignity and have compassion for all. This match showed us how not to be. What not to do to develop a “moral personality”. This was reflected from the Australian teams conduct.
- There was the clarity of thought in decision-making, both from the management group and from the captain and the players. These decisions were made with the team's framework in mind, never mind if they weren't always conventional. The final test's strategies debunked the myth that we have been besieged by the T20 generation. Of all the life-lessons, this was significant - desist from being judgmental.
- Further, in the third test at Sydney, with gruelling injuries to key players, India still managed to draw the test match, all thanks to grit and resilience shown by Ravichandran Ashwin and Hanuma Vohari in the last two sessions of the match.
- The test series also showed that instead of fancy qualifications, teams win due to hard work, resilience, team spirit and a will to win can lead to success. It also showed that it is the team that matters. Most importantly, it also brings great leadership lessons: the quality of calmness and ability to give credit to the team. This was aptly displayed by Indian team's captain Ajinkya Rahane.

Conclusion

Cricket is a gentleman's game. It is important to strive to ensure it remains so. The present Indian test team, which won the series down under, ensured that cricket remained a gentleman's game in spite of multiple provocations where highest level of ethical conduct was displayed by the Indian team which helps in the overall striving towards making the game nobler and competitive.

7. Why is ethics essential in a person's private life also? Examine.**Approach**

Students are expected to write about the ethics and examine how much ethics is essential in any one's personal private life.

Introduction

Ethics are set of moral standards that act as a guide to evaluate the behaviour or action in terms of being good or bad and wrong or right. It acts as moral compass to the human beings in dispensing their actions.

Body

Person's private life:

- The private life demand individual's responsibilities towards the role played in private life such as father, mother, husband, etc. These are self-imposed and voluntary and are backed by sanctions of one's obligations towards self, family and society since ancient times.
- The governing factors for ethics in private life include individual virtues, universal human values, religion, social norms and law.
- For example, in India, the Dharmashshtras provide moral codes to regulate the private life.

Some common personal/private ethics include:

- Integrity
- Selflessness
- Honesty
- Loyalty
- Equality and fairness
- Empathy and respect
- Self-respect

Ethics are essential in person's private life also:

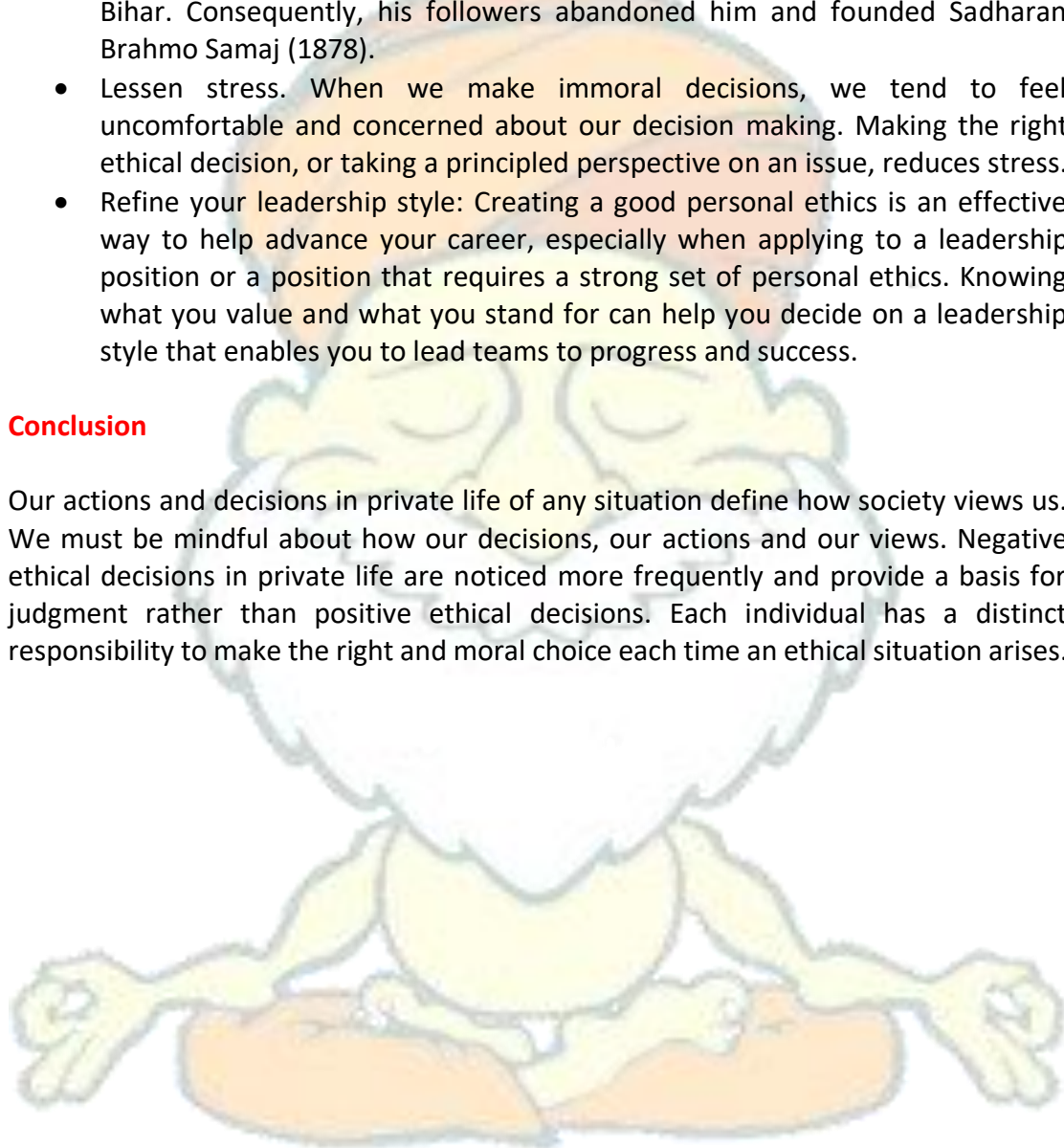
- **Creating Credibility:** Someone who has ethical conduct will secure a better position in society, as that person will be trusted more. An Individual who is believed to be driven by ethical and moral values is respected in the society even by those who may have not known him/her. For example, support from family and friends helps person excel professionally.
- **Humanising tendencies:** Ethics in private relations helps in humanizing public relations and play an important role in forming the base for moral values of a person. For example, it generates love and care towards people and also build relationships with human emotions.
- **Make own and others live better:** Ethics affect everyday life. By being ethical and moral, we enrich our lives and the lives of those around us. When we help make society better, we are rewarded with also making better own lives and the lives of our families and friends. Without ethical and moral conduct, society

and personal life would be a miserable. For example, cricketer Hardik Pandya, and KL Rahul in TV show were judged on their personal unethical activities and later it affected their mental health and badly rewarded by society.

- Better decision making: Decisions are driven by values. Practising and making an effort to make ethical and moral decisions throughout life will pay dividends when we are faced with serious moral dilemmas. Consciously or unconsciously, we use ethics with every decision. For example, Kasab Chandra Sen opposed child marriage but married his own underage daughter to Maharaja of Cooch Bihar. Consequently, his followers abandoned him and founded Sadharan Brahmo Samaj (1878).
- Lessen stress. When we make immoral decisions, we tend to feel uncomfortable and concerned about our decision making. Making the right ethical decision, or taking a principled perspective on an issue, reduces stress.
- Refine your leadership style: Creating a good personal ethics is an effective way to help advance your career, especially when applying to a leadership position or a position that requires a strong set of personal ethics. Knowing what you value and what you stand for can help you decide on a leadership style that enables you to lead teams to progress and success.

Conclusion

Our actions and decisions in private life of any situation define how society views us. We must be mindful about how our decisions, our actions and our views. Negative ethical decisions in private life are noticed more frequently and provide a basis for judgment rather than positive ethical decisions. Each individual has a distinct responsibility to make the right and moral choice each time an ethical situation arises.



8. What do you understand by the term privilege? Why is it important to be aware of one's privilege? Discuss.

Approach-

Question is sensitive in nature and demands understanding of one's location and background. Privilege is often unacknowledged part of our social life; hence question needs critical arguments. In the first part definition can be given and in later half with the help of some examples awareness about privilege can be stated.

Introduction

"Privilege" refers to certain social advantages, benefits, or degrees of prestige and respect that an individual has by virtue of belonging to certain social identity groups. Privilege is often the benefits and advantages held by a group in power, or in a majority, that arise because of the oppression and suppression of vulnerable groups.

Body

What consists of privilege-

- Privilege is the understanding that some people benefit from unearned and largely unacknowledged advantages due to race, caste, class, ability, sexual orientation or gender.

What privilege translates to-

- Education isn't a struggle
Dalit, tribal students and students with disabilities fall out of education more than upper class and able-bodied students. Girls' bodies are objectified by society and they are subject to limitations when it comes to going out or pursuing higher studies.

Finding a well-paying job isn't difficult-

- In united states Job applicants with stereotypically "black-sounding" names are less likely than their white-sounding counterparts to get called in for interviews. When a person of colour joins a company, people wonder if they were chosen to fill a diversity quota rather than assuming they are there based on their merits. The current pay gap between women and men is 20%.

Mainstream media represents you-

- People of minority, Dalit, tribal background, LGBTQ, and disabled people are under or misrepresented on TV, in movies, in magazines, in books, and in the news. When they are shown, they are rarely presented as being well-rounded and successful. All too often, they are reduced to a stereotype or a punchline.

Why it is important to be aware of one's privilege-

- Recognizing your privilege means being aware that some people have to work much harder for the same opportunities you take for granted and in truth, they may never experience them at all. It means educating yourself to the fullest extent possible, so you understand what's truly at stake. It means, as a person

who benefits from privilege, you need to stand up, speak out. It means having empathy and taking active steps to do something about it.

- Recognizing your privilege is not meant to make you feel guilty. After all, it's not your fault that you were born with these privileges. It doesn't invalidate any hardships you have faced and it certainly doesn't mean you don't lack privilege in certain areas. For example, upper class male from India, may face hardships in some another part of world.
- Though privilege can manifest itself in abhorrent ways, the worst is to pretend the problem doesn't exist at all. Deliberate denial as well as claiming the victimized are trying to persecute the majority will not solve the problem.
- The important thing to remember is that privilege isn't a personal attack — it isn't even about you at all. Privilege is the result of multiple systems of oppression at work. You can either choose to ignore this dark reality, or you can choose to accept it, and work to change it. Hence aware of privilege or caste/ class consciousness is important.
- Indian society is Rooted in systemic inequality, people of lower castes and minority groups are oppressed and discriminated against. As some groups are disproportionately targeted over others, just one consequence of a passive ignorance is privilege.
- It is from this and other realizations that we need to recognize our advantages and disadvantages to combat institutional oppression. Socioeconomic status, caste, gender and sexual orientation are formative characteristics that need recognition for productive conversation.

Conclusion

A call to admit privilege is not a rallying cry for ridicule, but rather an avenue for understanding and growth. Awareness of one's privilege is start of journey towards empathy and of sensitive social behaviour. It is a way of life where we do not take things for granted and use our privilege for the benefit of those who don't.

9. What are the qualities of a good leader? Discuss. Who is your favourite leader and why? Substantiate.

Approach:

The question demands to explain qualities of a good leader, also it is important to mention about favourite leader with proper explanation about why do you like that particular leader and which qualities in him/her inspire you most.

Introduction:

A leader is one who knows the way, goes the way and shows the way.
John C Maxwell.

The above quote by John Maxwell sums up everything leadership is about. A leader is someone who can see how things can be improved and who rallies people to move toward that better vision. Leaders can work toward making their vision a reality while putting people first. Leadership is the accomplishment of a goal through the direction of human assistants. The man who successfully marshals his human collaborators to achieve particular ends is a leader. A great leader is one who can do so day after day, and year after year, in a wide variety of circumstances.

Body:

Qualities of a good leader-

Leader is a self-starter, a person around whom revolves the entire team. It is from the leader that the team draws energy, courage and the spirit to go ahead. He or she is the torch-bearer, the guide who leads the team to success. So, what makes a good leader? Is there a set formula that can ensure making of great leaders? Unfortunately, leadership is not mathematics. It is the science of progressive learning and does not have set rules. Steve Jobs and Bill Gates followed different styles, but both remain classic examples of great leaders. Having said so, great leaders of the past and present reflect some common traits.

Here are some qualities that aspiring leaders should imbibe-

- **Vision**
Leadership requires farsightedness. The ability to see ahead and lead the team on the correct path is a skill which comes with experience. It is the intuition of the leader, the ability to learn from past mistakes and move accordingly that sets apart from the rest.
- **Integrity**
The characteristic features of a leader define the establishment he drives. The employees and the organisation are a reflection of him. His innate values and learnings form the life-sap of the business. A leader with integrity builds an efficient team and a successful business, as well.

- **Commitment**
A leader leads by example. What better way to do this than to shoulder the responsibility with the team? There is no greater motivation for the team than to see the boss working along, sharing the burden. A committed leader builds a committed team in the long run.
- **Creativity**
It is the quality of the leader to do something beyond the ordinary that sets him apart. To take something of average quality and build something new out of it is a quality that leaders possess. After all, leadership is all about breaking the regular and moving out of the box.
- **Crisis Management**
The true mettle of a leader is tested during crises. It is the way he handles challenges and turns them into opportunities that proves his worth as a leader. It is in trying times that the team looks up to its leader for guidance and support. Thus, successful leadership calls for the ability to cruise through such difficult times and ensure success.
- **Team Player**
A leader not only leads the team from the front, but also stands along with it. Only when a leader is a good team player can he become a successful leader. Understanding the team, bonding with them and sharing the work are some of the significant qualities of a leader that not only make him successful but an idol to his team. While it is true that time and experiences make a seasoned leader, it is always good to start early.
- **Honesty**
Whatever ethical values you hold, when you are responsible for a team of people, it's important to raise the bar higher.
- **Delegation**
Delegating work is one of the most important skills of a leader as doing everything yourself is not possible and leads to poor quality work.
- **Communication**
Communication is the key. It is important to let the people know your vision and convey exactly what you expect out of them.
- **Confidence**
As the leader, by staying calm and confident, you will help keep everyone feeling the same. Confidence of a leader inspires and motivates followers to become more determined to achieve the goal.

Favourite Leader-

- India has produced leaders who had admirers all over the world and whose impact is still found to be inspiring many. Among the few leaders, Mahatma Gandhi, JN Nehru, MS Dhoni and Nandan Nilekani are notable to mention.
- Amongst these, Dr. APJ Abdul Kalam, Vikrambhai Sarabhai and Mahatma Gandhi are my favourites.

APJ Abdul Kalam:

- He was upright and honest. His dedication to the nation was commendable. Since childhood, Dr Kalam worked extremely hard to lead our nation to the path of glory, first by being the “Missile Man of India” and then finally the “President of the Nation.” During his days at ISRO and DRDO, he catapulted India’s space mission to great heights. He led India to become the global leader in nuclear arms race. Even at the personal level, his probity in and out was overwhelming. He managed his team exceptionally well. Even while being the President of the country, he mentored thousands of students to overcome failures in life and succeed. Even in his last moments, he was delivering lecture to the students which according to me was the greatest inspiration from the man who dedicated every single bit of his life for the nation.
- Apart from him, the recent calmness and maturity shown by Team India cricket captain Ajinkya Rahane in Tests against Australia has also substantiated the need of having an emotionally stable, level-headed man who leads the team in despair and overcomes all the challenges to succeed at the highest level.

Conclusion:

Leadership demands progressive learning, and does not have set rules.

‘When the going gets tough, the tough get going.’

While Dr. Kalam’s life can serve as a model to anyone, He was called “the People’s President” because he saw that leadership is about people, about inspiring and connecting with others. And he did so with no motives of personal gain. His integrity and authenticity shone through and sailed the country when it needed the most. His dedication towards nation building will be remembered through centuries. Thus leadership is to lead from the front, Mahatma Gandhi overcame all the obstacles and lead India to freedom from the clutches of British imperialists, His thrust on individual emancipation proves that leaders are not born but they learn, understand and lead that is what makes them strong determined.

10. What lessons can be learnt from the lives of sporting legends? Illustrate with the help of suitable examples.

Approach

A simple and straightforward question where in you need to dwell upon the lessons you learnt, especially ethical lessons, from the lives of sporting legends and illustrate the same with some suitable examples.

Introduction

Working toward excellence in sports can produce incredible gratification. Research has provided strong evidence that “sports strongly reinforce certain personal characteristics, things like respecting your opponent, responsibility, persistence and self-discipline, etc.”, which are exemplified in the lives of great sporting legends like Sachin Tendulkar, Roger Federer, etc.

Body

Sports can instil important values, including respect and teamwork, as well as teach lessons about perseverance and honesty. These experiences can have meaningful implications on people’s behaviour’s, values, and understanding of themselves and others. For example –

- Managing a defeat in a tennis tournament can prepare a person to handle other disappointments.
- Supporting a teammate who cannot finish a football season because of an injury can build greater empathy in other areas of life.
- Battling to make a qualifying time for a swimming event can prepare a person for the rigor required to achieve professional goals.

Ethical behavior in sports can promote ethics-driven behaviors in other areas, such as helping others in need, building trust, respecting dignity, and treating others equally. In this regard, some of the lessons which can be learnt from sporting legends are discussed below –

- **Patience and Perseverance** - Mary Kom, a five-time world champion Boxer, has battled far more than what we have seen her fight in the ring. From struggling with poverty to playing the multiple roles of a mother, daughter, and elder sister, she has achieved much more than the average of all others. She is a living embodiment of patience & perseverance where she won a championship even after becoming a mother.
- **Dedication** - Pelé, was the king of football for two decades straight. He is the only footballer who has been a part of three World Cup-winning squads and has netted 1281 goals in his twenty year career. Because of this dedication, he

has won several medals and love from people. He made us realise that when you show pure dedication to something, the play comes to you naturally.

- **Extraordinary focus & practice** - Michael Phelps is one of the most celebrated Olympians of all times where he has won more gold medals than any other Olympian. He believes that you are your own limit and limits are just decided by your mind. He epitomises the lesson that when you want to be the best, you have to do things that others aren't willing to do.
- **Teamwork and Good sportsmanship** - Gary Kirsten was made the coach of Indian cricket team when the team was going through a rough phase where he instilled a team spirit in players and always avoiding taking credit. This can help in instilling a strong value for cooperation and collaboration in people if incorporated in daily life.
- **Hard Work** – Cricket legend and Indian sporting superstar Sachin Tendulkar is a living embodiment of relentless hard work which has made him one of the greatest batsman of all time in cricket history. He shows that there's no substitute for hard work even in face of adversity like loss of closed one's and physical injuries.
- **Calmness and Maturity** – Captain of New Zealand's cricket team, Kane Williamson, showed a zen-like attitude and approach in the final of recently concluded Cricket World Cup even though his team lost by a whisker. Such a display of calmness and maturity won hearts of all people and is an example to be emulated in real life tense scenarios.
- **Giving it back to the society** - Cristiano Ronaldo is arguably the world's most prominent soccer player, and Athlete of modern time. He also holds the record for the most charitable athlete. Cristiano makes it a point to give back to the fans and people in need. Such socially responsible attitude is a model to be emulated for future generations where the world is presently faced with growing inequality and unrest.

Sports is a great equaliser where people from countries that are enemies can come together, live together, compete with one another in peaceful ways, and go back home with a wider perspective. But recent by headlines about sporting legends, who abuse steroids, run into trouble with the law, etc. have tarnished images of veterans.

Conclusion

The notion that sporting competition is about greater life lessons and the building of character needs to be imbibed in younger generations where sports can promote ethical values. Sporting legends should reward athletes for fair play and good sportsmanship, which can help in players respecting themselves, other players, officials, and the rules of the game while also ensuring sports serve as a vehicle for ethical behavior and positive values.

11. Which socio-religious reformer from the 19th century has inspired you the most? Discuss.

Approach

Students are expected to write about the most inspiring socio religious reformer from 19th century. With highlighting the important ethical values and ideas embraced by him/her and how it brought a change in society.

Introduction

Indian society, in the 19th century, was trapped in a web of religious superstitions and social obscuritanism more so because of the advent of modern thoughts and ideas with the coming of the British.

Body

Significant contributions were made by socio religious reform movements and its leaders in the evolution of modern India. They stood for the democratization of the society, removal of superstitions and decadent customs, spread of enlightenment and development of a rational and modern outlook. This led to the national awakening in India.

Socio religious reformer Swami Vivekananda a inspiration personality:

- **Ethics:** Vivekananda gave a new theory of ethics and new principle of morality based on the intrinsic purity and oneness of the Atman. Ethics according to Vivekananda was nothing but a code of conduct that helps a man to be a good citizen. We should be pure because purity is our real nature, our true divine Self or Atman.
- **Religion:** His interpretation of religion as a universal experience of transcendent Reality, common to all humanity. This universal conception frees religion from the hold of superstitions, dogmatism, priest craft and intolerance. He believed that every religion offered a pathway to the eternal supreme, supreme freedom, supreme knowledge, supreme happiness.
- **Work for preserving unity:** Swami Vivekananda went to the World Parliament of Religions as a representative of the Hindu religion. It was a prestigious platform to put forth the right understanding and the fundamentals of Hinduism. In the parliament, there were many eloquent speakers who had come well-prepared for their respective speech.
- **Respect for culture and belief is necessary:** One day, a Britisher commented that the Indian dressing style was 'uncivilized'. Swami Vivekananda replied, "In your culture, cloth builds a man but in our culture, character builds a man". This story became very famous the world over, showcasing Swami Vivekananda's deep understanding of the world. Culture, traditions and beliefs make every community unique. And our own reasoning about their significance, importance enables us to help clear others' doubts, perception or ideas.

- Humility is a precious virtue: Swami Vivekananda was in England while conversing, Swami Vivekananda corrected his friend's English. The friend retorted that English was his mother tongue and hence, could not be corrected. Swami Vivekananda smiled and humbly responded, "I know the use of language because I have learnt the language while you have picked the language." Listening to this witty reply, the friend was left overwhelmed.
- There are times when people retort and ask us questions, especially when we correct them. In such times, humility in our answer can help lighten the situation and save the bond from breaking. Remembering Swami Vivekananda's this story can help us be aware of our replies, without losing the balance or getting offended.
- Rationality: He was in complete agreement with the methods and results of modern science. He did not discard reason in favor of faith. He recognized intuition or inspiration as a higher faculty than reason. But the truth derived from intuition had to be explained and systematized by reason.
- Education: He said that our process of education should be such that it helps the students to manifest their innate knowledge and power. He advocated a man-making character-building education. He said that education must make the students self-reliant and help them face the challenges of life. He was highly critical of the so-called educated who do not care for the poor and downtrodden.
- Nationalism: Though growth of Nationalism is attributed to the Western influence but Swami Vivekananda's nationalism is deeply rooted in Indian spirituality and morality. His nationalism is based on Humanism and Universalism, the two cardinal features of Indian spiritual culture. The basis of his nationalism as per Vivekananda are Deep concern for masses, freedom and equality through which one expresses self, spiritual integration of the world on the basis of universal brotherhood. "Karmyoga" a system of ethics to attain freedom both political and spiritual through selfless service.

Conclusion

Through his reforms, Swami Vivekananda brought a remarkable change in the society. His work, thoughts, ideas gave a new direction to the masses. Reading and knowing about the life of Swami Vivekananda is very inspiring for the youth of today and will remain the same for the upcoming generations.

12. Is it possible to excel professionally without having a supportive family? Critically examine.

Approach

Since question is asking you to critically examine so you need to examine both sides of an issue and come to a balanced conclusion.

Introduction

Most people believe that success is something which we can do by ourselves without any support. Moreover, the majority of people accept that successful people are known for their reputation, great job or wealth. However, successful people are not only having a good position in their job or rich in money. Otherwise, it is also about having happiness in their life. Owing to the fact that the people who are rich in gold, but not having good family life doesn't mean that they are successful people; furthermore, life with a great career but lacks relations with family, hardly calls that a success. This led us to a question that: Is it possible to excel professionally without having a supportive family?

Body

IT'S NOT POSSIBLE TO EXCEL PROFESSIONALLY WITHOUT HAVING A SUPPORTIVE FAMILY

- Many people argue that success must depend on variety of essential elements. Support of society such as school and environment are the factors on people success. However, most of people believe that family support is the most significant factor on people success on account of the fact that family is the first learning place and it is an economic and emotional supports for individuals.
- As family is the first learning place of an individual in this world, so it is one of the most vital support that make people successful.
- Large number of people point out that family is the smallest group of social life and also it is the first group of people who teach you about the crucial fundamentals of life. For example, they teach you the norm and value of life and teach you what is right and wrong.
- Moreover, family is an institution that has a function in teaching personalities of children since they were born. Also, family always instructs children and gives guidance about personal values and social behaviour to their children.
- Also, family has a function to determine status of family members such as nationality, religion and belief. Furthermore, support of family can help people to develop positive interpersonal relationships). For example, value, attitude, belief, faith and even culture that children were taught and cultivated by family could provide children to have a positive perspective in social life. Besides, it provides an environment that encourages learning both at home and school.

- From another perspective, support of family provides us with economical provision and emotional support. Many people believe that economic support and emotional support are the common function in today's families and these functions lead to children's success. To begin with, family is the basic foundation of society's economic institutions. The economic functions of a family are important for children's success.
- Economic support from parents expands children's opportunities in educational and social lives. For instance, family provides children's education such as tuition and material of learning and also family supports foods, clothes and medicine to family members because it is an important factor and essential provision for life and subsistence.
- Furthermore, emotional support of family is one of the most significant factors that persuade people to achieve their goals. Love and warmth in family can build family members to be happy and close to each other. Besides, love of parents towards children is also important because it could motivate children to become more courageous and also it helps inspire children to work hard in performance that they want to do in the future. In addition, many people claim that family support may be able to help reduce stresses and increase protective security in children's life. For example, when children have experienced emotional breakdown, they might ask for advice to solve their problems from their family and also, they can create mutual understanding.

HOWEVER, OPPONENTS OF THIS IDEA ARGUE WITH THE FOLLOWING POINTS THAT:

- The lack of social support is the problem that family faces nowadays. For this reason, the role of family toward their children decreased slowly. As evidence of this, social environment is one of the most significant factors that bring up people successful characteristic and also it is one fundamental aspect influencing people's success.
- To start with, most of people argue that school provides many opportunities of education system to children and also support of school can encourage students and children through activities and social experiences. Moreover, a lot of people believe that teacher resemble a second parent because a teacher has influenced in children's learning.
- As a result of the fact that children begin studying in the age around five and approximately graduate on the age of twenty-five years old. Thus, in this the period of education, a teacher has the effects on the children's lives in terms of their idea, attitude and apprehension.

Conclusion

Numerous people debate that friend resembles a mirror of ourselves that reflects our true identity. However, the argument that social support such as school, teacher and even friend makes people more successful might not be true completely. Owing to the fact that support of schools or governments don't have sufficient money, housing, material of learning and another provision to support all students. Moreover, love and affection cannot receive from the support of society. For example, when people have

experienced emotional breakdown, they want a spirit and comprehension from their family. Thus, encouragement of family is not enough for people. In addition, most of experts claim that although the treatment and education need to be supported by the government. However, it's not enough, it needs to be taken care by the family. As a consequently, especially family environment, and also these parents might have sufficient financial support, and also, they can encourage and motivate their children in the right way. Besides, being closeness and intimacy of family are the support that make people more successful not a support of society.



13. What were the merits of the Guru-Shishya tradition? Discuss.

Approach:

Question is very straight forward in its approach students are expected to mention guru-shishya tradition in introduction and then write its merits with proper explanation.

Introduction:

The Guru is a teacher who guides the Shishya's (student's) life or a spiritual mentor who leads the shishya from blindness or ignorance to bliss, wisdom, and enlightenment. The Guru-Shishya tradition has been an inevitable part of education in ancient Indian culture. This involved the tradition of a living and learning relationship between the Guru and the Student (Shishya), signifying the emotional, intellectual, and spiritual bonding between them. This strong bond between the Guru and the Shishya enables the Guru to become a mentor who leads the Shishya from ignorance to wisdom, and enlightenment. Guru-Shishya proximity thus is not only a part of our social order, but also a milestone in the life of a human being in society.

Body:

From the Treta Yuga, Ramayana has mentions of the Gurukul system and Lord Rama's Guru Rishi Vishwamitra. Also, scriptures about Dwapara Yuga talk about Lord Krishna's Guru Rishi Sandipani. The teacher-disciple relationship is a divine bond which has a spiritual and religious significance in our country. Guru-Shishya parampara is a Sanskrit phrase in which shishya literally translates to 'student of a guru' while parampara refers to 'an uninterrupted succession'. Thus the lineage is simply passing the wisdom from a succession of Gurus to their Shishyas through oral tradition.

Merits of Guru-Shishya tradition-

- Gurukul system was focused on training by a single teacher or from teachers of similar thought process, who partnered and shared their teaching. This system works great for elementary education, where each student can get a lot of personal attention from the teacher.
- Guru is said to be worthy of such respect and unwavering trust of the disciple, since he takes the responsibility for molding the disciple into what he should be. The disciple that follows Guru's word with faith, is supposed to be assured of reaching the goals (sometimes irrespective of the personal merit of the teacher).
- Both Guru and Shishya grow in the process, the student transforms through his Guru's knowledge and the Shishya keeps his Guru's teachings alive. Undoubtedly, the Guru-Shishya relationship holds almost a spiritual place in Indian culture.
- There are many Guru Shishya paramparas in Sanatana Dharma, which have come down uninterrupted over millennia. All the Vidyas and literature

like Vedas, Vedangas, Darshanas and Dharma sastras have come down as Guru Shishya paramparas. The various flavors of similar knowledge, for instance different branches of Veda have come down as Guru Shishya paramparas.

- All the religions in Bharatiya Civilization, whether the Vedic ones such as Vishnava and Saiva, and also outgrowths like Buddhism, have come down as Guru Shishya paramparas. Besides, various variants of the religions developed in the same framework of Guru Shishya parampara. The different schools of practices like Tantra, Smarta are Guru Shishya paramparas.
- Knowledge is of two kinds, deductive and experiential. While the student gets initial guidance and understanding of the subject from the teacher to understand the premises and continue study with his discrimination, experiential knowledge is supposed to be pursued in a different way. Here there is needed an unwavering faith in the teacher, and a determination to follow his word on the path, irrespective of how it sounds to his discriminatory logic and Guru-Shishya parampara focusses on the experiential part learning where a student or shishya is tested in real life experiences.
- Guru Shishya Parampara is the teacher-disciple lineage. Being a civilization that respects experiential knowledge, we hold high respect for the teacher of such knowledge. It is separated from the socio-political structure and spans across social/political divisions since such knowledge is beyond those divisions. This is the institution that kept religion and theological practices and beliefs from occupying place in governance, and also kept the administrative structure from interfering with the institution of knowledge.
- Bhakti traditions adopted the Guru-Shishya tradition as a main medium of knowledge flow because spirituality is something where there are no written literature and role of Gurus became paramount.
- In medieval time Peer-Murid relation in muslim culture was solely based on the lines of Guru-Shishya tradition, this way sufism became an integral part of muslim culture in India.

Conclusion:

The Guru-Shishya tradition started fading away in the Indian culture with the advent of British rule. Though we don't find the Guru Shishya tradition in most of the fields, it's still alive in the field of art, specifically performing arts like Dance, Music and Yoga. Moreover there has been a push towards reviving the tradition in recent past with the formulation of Guru-Shishya parampara scheme in 2004 the benefits in art, literature and music were recognized as immense and young talent nurturing requires the revival of the tradition, however more needs to be done in actually realizing the benefits of age old tradition which India is famous for.

14. Should a person always align his/her values to the prevalent social norms? Share and substantiate your views.

Approach

While commenting upon what is personal value and societal norms, you need to highlight whether a person's values should always align with the prevalent social norms. Share your views in this regard with proper substantiation and also throw light on other side of the argument.

Introduction

Personal Values are "broad desirable goals that motivate people's actions and serve as guiding principles in their lives". All societies provide for standards specifying appropriate and inappropriate behaviour. The standards which regulate behaviour have been termed social norms.

Body

- A social value differs from individual value. An individual value is enjoyed or sought by the individual which a man seeks for himself. Even though these values are commonly shared, they do not become social values. As distinct from individual values, a social value contains a concern for others' welfare. Social values are organised within the personality of the individuals.
- These values develop into norms where norms influence an individual's attitudes and his motives. They impinge directly upon a person's self-conception. They take precedence over abstract sentiments. The individual becomes a good member to the extent he abides by the norms.

Aligning personal values with societal norms –

- The norms determine and guide person's intuitive judgments of others and person's intuitive judgments of himself. They lead to the phenomena of conscience, of guide feelings, of elation and depression. They are deeper than consciousness. Becoming a member of guilt consists of internalizing the norms of the group. Through internalization they become a part of himself automatically expressed in his behaviour.
- A norm by definition implies a sense of obligation. It lays down a standard of behaviour which one ought to follow. Many of the problems of personality as well as society are mostly the problems of non-conformity to norms. Conformity to norms is normal.
- The individual having internalized the norms, feels something like a need to conform. His conscience would bother him if he did not. Further people would disapprove his action if he violates the norm. Thus both internalized need and external sanctions play an effective role in bringing about conformity to norms.

- Humans live in a society and all his actions are influenced by or directed at the society, thus it is natural to base values on social norms. For example, polygamy is not considered right in most societies.
- Also, norms are universal where for example, stealing is not considered right in any society, whereas respect and gratitude are always welcomed.
- Norms nudge people towards right behaviour like teaching respect for elders, charity, being polite etc. are a part of societal norms and thus a perception based on these will guide right behaviour and values in people.

But at the same time, it is not always necessary to for personal values to be in line with societal norms as there may be a conflict between the two. This can be understood from the following points –

- Personal values are desirable to an individual and represent what is important to someone. The same value in different people can elicit different behaviours, e.g. if someone values success one person may work very hard to gain success in their career whereas someone else may take advantage of others to climb the career ladder.
- Many kinds of social evils were once considered norms where Evils like Sati, child marriage, polygamy etc. were once considered right by the society, however a person having humanitarian and compassionate values will hold these tragic.
- Social norms take time to evolve and change. Slavery was once considered right as per the social conditions of medieval times, but increasing advent of technology and human rights made people change their outlook towards it, which changed their values in these aspects.
- Many social norms also gave no space for individuality- LGBT had to struggle for their rights despite being a part of the society, just because they were different from the generally acceptable norms.

It is pertinent to note that social norms by nature can be changed through the right conditions if they are not in sync with the times. Here, popular movements and social influence play a key role to bring behavioural changes which leads to changes in norms which can help in solving the huge crisis faced by humanity like climate change, Solid waste management, etc.

Conclusion

Society plays a great role in development of personal values where correct conditioning can ensure harmonious societal life. However, the personal values should not be entirely based on the prevalent social norms and should have space for logical thinking in case the social values are against the human values which would also make new ideas prosper.

15. Time and place change the moral yardsticks. Do you agree? Illustrate with the help of suitable examples.

Approach

Students are expected to write about the moral yardsticks shortly and highlight on whether time and place change the moral yardsticks with the suitable example.

Introduction

Ethics focuses not only on human action but also on its morality. Once we decide that an action is human, then that action becomes subject matter for ethics. It is an important function of ethics to figure out whether particular human actions are moral or not. Morality involves the examination of human action to decide if it is good, bad or indifferent to figure out if it is right or wrong, good or bad.

Body

Moral yardsticks:

- Moral yardsticks are set of principles guiding us to evaluate, measure and to do assessment what is right or wrong. They are the standards of good and evil, which govern an individual's behaviour and choices.
- Moral yardsticks involves a set of values, norms, rules and objectives that hold a person responsible towards any deviant behaviour or for any rebellious decision-making.

Basis of moral yardsticks differ from culture to culture or place to place or time to time for example Slavery was a widely prevalent system, but it was removed because we realised the ills that it had with change in time.

Let us analyse more how time and place change the moral yardsticks:

- Moral understanding is not the only thing that changes as people mature. People's values tend to change over time as well which sets a different moral compass. For example Moral yardsticks that suited you as a child changes as you become a young adult, form relationships and make your way in the world. What makes sense to you as a single person no longer makes sense when you are married, or have children. What makes sense to you as a parent no longer makes sense to you when you retire.
- People of different ages, genders, personalities, and political beliefs employ moralities to different degrees. For example People on the political right, for instance, are more likely to endorse the moralities of purity, authority and in-group loyalty. Those on the left rely more on the morality of harm and fairness. Women tend to endorse harm-based morality more than men.
- Earlier, women were bound to the household and denied several legal rights that men enjoyed such as voting rights. For example purdah system in India. But eventually, as a consequence of social movements, the position of women has risen, and it is recognised they should have the same rights that men do.

- It follows initially traditions but it moves the bar with the times. For example, the Victorian morality with British commonwealth has a law that regard gay sex as unnatural sex and therefore a criminal activity. Basis of this law being The Bible and Britain being a Christian nation, had enacted laws that were based on Biblical principles.
- However, with the gay movement gaining recognition, the premise of this statement is questioned and some nations have started to make changes to such laws according to the times. In this regard, the yardsticks of righteousness and therefore notion of “sin”, which is the “definition” of wrong-doing, changes as well. For example from Naz foundation case 2009 to Navtej Johar case 2018 Constitutionalism and the Decriminalisation of Homosexuality in India.
- Different societies have different moral yardsticks. Moral yardsticks based on the idea of the subjectivity of moral codes, focusing on the variation that comes in it in one culture as compared to another with different places. For example Eskimos have elements of marriage and sexual practices that include polygamy, adultery, and no serious commitment to a particular marriage. While to us this might seem unacceptable, in their society it is something that is fairly usual.
- Within India cultural relativism with respect to different region sets different moral yardsticks. For example in many part of India, effigies of Ravana, Kumbhakaran and Meghnada are burnt on dusherra. However, there are few tribal places in the country where people worship Ravana not Rama on the occasion of Dussehra. In some places Rama’s moral righteousness is lauded and in some place it is not.
- It essentially argues the moral yardsticks a conceptions of right and wrong largely depends on the culture we belong to, and what is ‘normal’ for us might become shocking to other people.

Conclusion

As Mahatma Gandhiji says, “Morality is the basis of things and truth is the substance of all morality“. Moral yardsticks is often a shifting goal-post because the dynamic and malleable nature of society it does not truly follow any static moral yardstick it is not bound to any order except to the general well-being, “common good” and general consensus of the peoples it represents.

16. Is the current breed of actors and cinema professionals an ideal role model for the young generation? Critically comment.

Approach- Question is asking for broader opinion on importance of role models in our life. Question can be approached citing current environment prevailing in our entertainment industry, and can be concluded by giving examples of both positive and negative side.

Introduction

In today's time we all have access to internet and we get news about everything trending on social media. Young minds too learn from trending news about celebrities from all over the world. The celebrities leave an impression on young minds too by how they portray themselves.

Body

India is the most prolific film producer in the world and plays a pivotal source of entertainment. Films and advertisements however, are also instrumental in setting trends for fashion and life style. People in India love to talk about films, film stars, even box office revenue of films. In fact, films are the reflection of modern society and culture on one hand and they easily influence all sections of society in all possible ways on the other.

Are film celebrities an ideal role model for young generation?

- Films and film celebrities are the reflection of modern society and culture on one hand and on the other they easily influence all sections of society in all possible ways.
- In a survey conducted by international journal of Indian culture with young teenagers on impact of celebrities on their life, According to 37% of interviewees, following an actor/actress as role model by teenagers is neither good nor bad, while 30% think that it is bad and 32.5% believe it is good to follow film celebrities.
- There are both the aspects, good as well as bad. Good if teenagers make those celebrities as their role model who are genuinely (or truly) involved in social works for the development of people and society and bad when they follow the negative image of the celebrities.
- Beneficial effects include early readiness for learning, educational enrichment, opportunities to view or participate in discussions of social issues, exposure to the arts through music and performance, and entertainment.
- Harmful effects may result from violent behaviour, exposure to subtle or explicit sexual content, promotion of unrealistic body images, presentation of poor health habits as desirable practices, and exposure to persuasive advertising targeting youngsters.

- Every teenager has their own reason for wanting to take a look into the life of their favourite stars. The truth is that they are obsessed with celebrities.
- Celebrities influence behaviour, attitude, culture, moral values, fashion and lifestyle of teenagers. Children often relate with celebrities more easily than to friends or neighbours.
- In a sense, celebrities are their new gods. They like to fantasise that their life could become like celebrities – they too could be beautiful, desirable, talented and rich.
- Looking at the environment of entertainment industry, celebrities are the influencers for young generation, but the narcotic practices of the industry, irresponsible comments by actors on social media, recent cases of depression and suicides, violence and abuse tell us all that glitters is not gold.
- It may be toxic for young to follow her/his favourite celebrity, because underneath their glittery life lies stress, cut throat competition for fame, attraction seeking behaviour and reel life conceptions of chasing your dream.
- Most of the misogyny and patriarchal behaviour is enforced by the behaviour of protagonist in the film. When it is considered cool to smoke, chew tobacco and drink often as shown in the film, we are on the road of destruction.
- On the other hand there are examples of sheer hard work, professionalism, dedication and will to constantly improve oneself in actor, actresses from industry.
- It is not about good or bad, right or wrong. It is about our choice. Role models can have both positive and negative side. What matters is our choice, where we want to look and from what we want to get inspiration from.

Conclusion

Celebrities are integral part of our entertainment sphere. Young mind must be aware of where to draw the line, when it comes to seek inspiration from real life and reel life. We have educate our young minds so that they become wise enough to make decision about whom to follow, when to follow and most important, why to follow.

17. Positive attitude without skills can't ensure success in one's professional life. Do you agree? Substantiate.

Approach- Question is asking to substantiate, candidate can state importance positive attitude at workplace in first part, and then importance of skill over positive attitude In the second part can be given. A way forward can be concluded with the fusion of both qualities.

Introduction

Positive attitude translates to better performance. Instead of finding excuses for non-performance, a positive thinking individual will think of ways to accomplish his/her task. Positive attitudes yield greater progress and hence, more compensation or work perks.

Body

why positive attitude matters?

- Your stress level will certainly affect those around you. At the workplace, when the stress levels build-up, it will be difficult to keep a smiling face throughout your challenges. However, with a positive attitude, you cannot just sort out your problems, you will ensure that your peers don't suffer.
- Happy peers or subordinates are happier to improve their productivity. For little effort, you can get more done. Improving your disposition will have a ripple effect that positively influences everyone you come in contact with. A positive attitude helps subordinates and leaders appreciate each other and work as a team for achieving common objectives.
- Positive people are also empowered. They are capable of saying no or standing up for their rights. A positive attitude gives you the strength to take risks, allow yourself some privileges, and own up to a mistake. Empowerment is the consequence of a positive workplace.
- Employees with an innovative attitude are happy to try something new. Need to think outside of the box? Think positive. With the right attitude, you will be willing to innovate new ideas. You will not fear failure, as you find your way up the creative zone.

Is positive attitude enough for success?

- Positive attitude is just an attitude, implementing this attitude and creating a positive environment is skill. There are soft skills which are necessary to implement one's hard skill.
- Soft skills are personal habits and traits that shape how you work, on your own and with others. Effective communication, for example, is a key soft skill many employers seek. Some others include dependability, effective teamwork and active listening.
- For example, you may be seeking a job but lack prior knowledge of data analysis tools. If you have references that can attest to the effectiveness of

your soft skills, such as empathy, open-mindedness and communication, an employer may choose you over another candidate whose hard skills are stronger but who lacks the same level of soft skills.

What are some skills?

- Integrity, Dependability, Effective communication, Open-mindedness, Teamwork, Creativity, Problem-solving, Critical thinking, Adaptability, Organization, Willingness to learn, Empathy.
- Life, including work life, is so much more rewarding when you're learning new skills and growing in your strengths. Who wouldn't want to learn and grow? However, learning something unfamiliar can be intimidating. You're being pulled out of your comfort zone and into the unknown. Unlike the familiar work that you now do without much thought, you have to work at something new to become skilled at it. You may have setbacks along the way.
- The world is always changing. New technology replaces the old at sometimes dizzying speed. New ideas about best business practices are constantly being introduced, and those at the top want to give them a try. If you're someone who can embrace change and learn the new skills, there's no limit to how much you can grow.
- Skills are needed across all industries, for example, strong communication skills are needed whether you are working as a nurse, a hairdresser, a mechanic etc. Developing each soft skill comes with its own advantages, for instance, improving communication will help your employees interact more effectively and improvements in time-management can increase productivity.
- Outside of the office, soft skills such as communication are used to build friendship groups and meet potential partners. You might be negotiating the price of your new house renovation, or mentoring your neighbours' children on the weekend. Soft skills are useful both in our professional and personal lives.

Conclusion

The World Economic Forum Future of Jobs report suggested that by 2020, complex problem-solving, critical thinking, creativity, people management and emotional intelligence would be among the most important skills required in the workplace. Apart from positive attitude, this skill set is important to keep positive attitude in life and in work. Combination of both will prove effective otherwise just theory will be of no use without practical.

18. What do you understand by political attitude? What should be the ideal political attitude of a civil servant? Discuss.

Approach

The question is asking you to discuss that is a written debate where one has to use your skill at reasoning, backed up by deliberately selected evidence to make a case for and against an argument, or point out the advantages and disadvantages of a given context.

Introduction

Political attitudes is a central component of people's belief systems. It plays a central role in explaining political behaviour, notably as intermediate variables between social structure and political behaviour. Political attitude tells us which party someone vote for, what kind of political ideology someone prefer most, which social, economic, cultural, international policy someone prefer etc.

Body

WHAT SHOULD BE THE IDEAL POLITICAL ATTITUDE OF A CIVIL SERVANT

The civil servant should possess a political attitude such as which helps him in the following:

- To uphold constitutional values – like empathy and compassion towards weak, respect for women, protection of environment.
- Practice civil service values – Objectivity – A secretary who has negative attitude towards reservation if asked to prepare a report on the same must be able to do it objectively. Responsive – Civil servants are accused of showing resistance to power sharing and decentralization. They must change their attitude to respond to aspirations of people.
- Professionalism – Recently government had to introduce biometric to bring punctuality in public servants. Punctuality should rather be their attitude and come from within and this develops when there is neutral political attitude.
- The role of civil servant is to effectively implement the policies irrespective of rightist, centrist or leftist government and whether it is NREGA or Swachh Bharat Abhiyaan. If he is too vocal about his views, he may not be able to implement the policies of the party he does not favour with the same level of zeal and motivation.
- There should be Neutrality to depict that public officials are not slaves to either the politicians or any other authority other than the moral authority of the Constitution.
- Poise and contentment of the people and their confidence in the Government of the country can best be secured only if the responsible officers of the Government realise that they are after all “public servants” and that

conciliation and co-operation should be the basic principle of relationship between the rulers and the ruled.

Conclusion

For smooth functioning of the society and system and to maintain concord and co-ordination within the society, every society plans the effective governing of its people. The civil servant has a critical role to play in the development of the society. To summarize, political attitude is belief and action system that decides an action based on electoral gains. Political attitude on positive side can lead to showing zero tolerance toward corruption, pro-poor, welfare for weaker sections, listening to public grievances, but on negative side political attitude can take shape of regionalism, communalising public to polarise them during election.



19. How does one's attitude reflect in his/her behaviour? Illustrate.**Approach:**

Question is very straight forward in its approach students are expected to write a detailed explanation about how attitude reflects in one's behaviour, use of examples is important, as demanded in the question.

Introduction:

Attitude can be defined as learned tendency to evaluate things in a certain way. This can include evaluations of people, issues, objects, or events. Such evaluations are often positive or negative, but they can also be uncertain at times. It also involves a set of emotions, beliefs, and behaviors toward a particular object, person, thing, or event. Attitudes are often the result of experience or upbringing, and they can have a powerful influence over behavior. While attitudes are enduring, they can also change. Attitudes are a combination of beliefs and feelings and can be affected when confronted with social pressures.

Body:

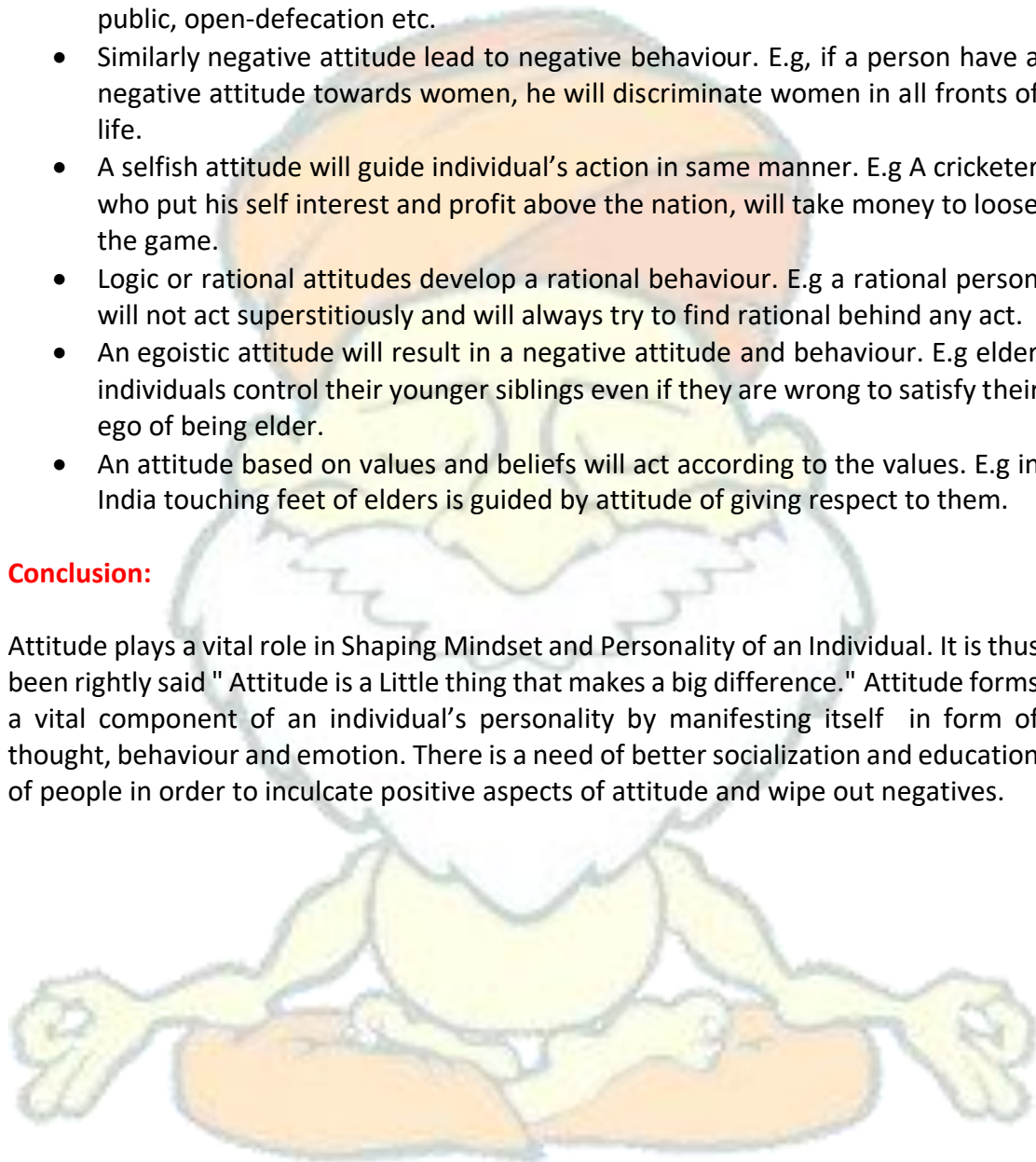
Attitude as a reflection of behaviour-

- Attitude and behavior are woven into the fabric of daily life. Research has shown that individuals register an immediate and automatic reaction of "good" or "bad" towards everything they encounter in less than a second, even before they are aware of having formed an attitude. Advertising, political campaigns, and other persuasive media messages are all built on the premise that behavior follows attitude, and attitude can be influenced with the right message delivered in the right way.
- Attitude, when shaped in the right way, can influence behaviour to achieve a favourable outcome. The concept that behaviour follows attitude is used extensively by advertising and marketing companies. When done right, advertisements can change the attitudes of people towards some things especially their product. As a result, the viewer tends to or at least considers buying that product. This behaviour of the person would not have arisen if it was not for the change in attitude caused by the advertisement.
- A similar concept is used by psychologists while formulating means to tackle social issues like racism, discrimination, etc. "Social Marketing" is a concept that uses the above idea along with the concepts of marketing to encourage good behaviours in people and at the same time discourage some bad behaviours such as frequent smoking, drinking, etc. This involves literally selling attitudes to people thereby influencing their behaviour.
- Attitude is one of the main factors that trigger emotions, decision-making, thinking and behaviour in an individual. Following are some examples of how attitude influence the behaviour:

- A positive attitude can will lead to a positive behaviour. E.g A person who has positive attitudes towards work and co-workers (such as contentment, friendliness, etc.) can positively influence those around them e.g, only if the citizens of a country have a positive attitude towards cleanliness, campaigns such as Swatch Bharat Mission (Clean India Mission) will succeed. Here, by various campaigns (advertisements), the government is trying to change the attitude of citizens, and hence to stop their behaviour of throwing wastes in public, open-defecation etc.
- Similarly negative attitude lead to negative behaviour. E.g, if a person have a negative attitude towards women, he will discriminate women in all fronts of life.
- A selfish attitude will guide individual's action in same manner. E.g A cricketer who put his self interest and profit above the nation, will take money to loose the game.
- Logic or rational attitudes develop a rational behaviour. E.g a rational person will not act superstitiously and will always try to find rational behind any act.
- An egoistic attitude will result in a negative attitude and behaviour. E.g elder individuals control their younger siblings even if they are wrong to satisfy their ego of being elder.
- An attitude based on values and beliefs will act according to the values. E.g in India touching feet of elders is guided by attitude of giving respect to them.

Conclusion:

Attitude plays a vital role in Shaping Mindset and Personality of an Individual. It is thus been rightly said " Attitude is a Little thing that makes a big difference." Attitude forms a vital component of an individual's personality by manifesting itself in form of thought, behaviour and emotion. There is a need of better socialization and education of people in order to inculcate positive aspects of attitude and wipe out negatives.



20. Sooner or later, those who win are those who think they can. Comment.**Approach**

We need to comment on utility of having positive thought process and how it ensures a positive outcome even if takes time.

Introduction

What we think about, what we keep in our mind is what we create and what will sooner or later show up in our lives. What we think about is what we create, it may be positive or negative depending on what we think of ourselves and our surrounding.

Body**Those who think they can win, win sooner or later due to following reasons –**

- **Motivation and Dedication:** Positive thinking motivates individual to aspire for higher goals and dedication ensures that he/she achieves the desired goals. Example: Freedom fighters like Gandhi, Nehru, Sardar Patel, Bhagat Singh, etc. only thought of India's independence which motivated them and kept them dedicated and sooner or later ensured Independence for India.
- **Guide Character, Behaviour and actions:** Gandhi rightly said that, your thoughts become your words, your words become your actions, your actions become your habits, your habits become your values, and your values become your destiny. Thus to think of a win, creates a positive cascading impact on individuals overall personality.
- **Positivity attracts Positivity:** Positive thinking attracts positive people around us, which help us in achieving our goals. Example: #MeToo movement initiated with a positive thought of liberating women from sexual harassment, attracted women all over the world and sooner or later it will ensure women empowerment within more secure social ecosystem.
- **Recent win of Indian cricket team in Test series against Australia after facing one of its worst defeat,** signifies that those who think they can win, will win sooner or later.

However, negative thinking cause adverse outcomes –

- **Demoralized attitude:** A negative thought erodes individuals motivation and dedication, which eventually demoralises individual and almost ensures an imminent defeat. Example:
- **Negative thought induces fear** which is detrimental in achieving desired goals.
- **Negative thought processes like Casteism, Communalism, Gender based discrimination, etc. cause riots, Mob lynching, rapes, etc. which keeps India away from achieving its true potential and a true win.**

- Example: Delhi riots, Kathua rape incident, Palghar mob lynching, etc. reflect negativism which holds back India and drags its development to an uncertain future.

Conclusion

Every great achievement has a positive thought process behind it. Today, India aspires to achieve multiple ambitious goals like becoming Atma Nirbhar, Jagat guru, Vasudeva Kutumbakam, etc.; with a positive responsible thought process of inclusiveness and sustainability, India will surely achieve these goals sooner or later.



21. What are Benami transactions? Why are they a menace for the economy? What measures have been taken to control them? Discuss.

Approach

Students are expected to write about explain what is Benami transactions and how they are menace for economy. Also highlight on measures taken by government to control such transactions.

Introduction

Benami deals have been quite common in India cases date back to the late nineteenth century. Benami transactions proliferated during India's socialist past. Large scale benami deals happened when land reforms entailed the abolition of zamindari, giving tillers rights to own the land as well as imposition of agricultural land ceilings.

Body

Benami transactions:

- Benami' is a Persian word meaning 'without name' or 'no name'. According to the Benami Transactions (Prohibition) Act 1988, 'benami' transaction is any transaction in which property is transferred to one person for a consideration paid by another person. In other words, the real owner of the property is not the person under whose name transaction is made.
- Benami holding is equally common in respect of various kinds of movable properties. For example, Shares of companies are often purchased or applied for and allotted in the names of persons other than the real owner who furnishes the consideration. Most benamidars are relations generally husband, wife and children.

Benami transactions menace for the economy:

- Rather than hoarding the black money in cash, the tax evader invest their accumulated illegal money in buying benami properties. The whole process affects the revenue generation of government hampering growth and development of the state.
- Since the percentage of tax payer in the country is a dismal low, the government fails to successfully implement its policies and schemes due to lack of resources.
- The adverse impact of benami transactions on the country's economy is large. It bifurcates income earning activities into fragments leading to loss of tax revenue for the government which could have been used for the welfare and development of nation.
- Benami deals are one of the main reason for proliferation of black money in big way and poverty and inequity could not be eliminated unless generation of black money is controlled. In India, where people prefer to invest their unaccounted wealth in real estate, benami transactions especially in realty sector have become major avenues for holding and generation of black money.

- These transactions have inflated realty prices, narrowed options for home buyers and kept own house a dream beyond reach for many.

To effectively prohibit Benami transactions and consequently prevent circumvention of law through unfair practices measures taken to control Benami transactions:

- The first act against benami properties was passed in 1988 as the Prohibition of Benami Property Transactions Act, 1988.
- To curb black money, the Modi government in July 2016 decided to amend the original act. So after further amendment, Benami Transactions (Prohibition) Amendment Act, 2016. The amendment act strengthens the parent Act in terms of legal and administrative procedure. The aim of the act is to redirect the unaccounted money into the financial system.
- It defines a benami transaction and benami property and also provides for exclusions and transactions which shall not be construed benami.
- The act provides for establishment of an Adjudicating Authority by the Central Government. The case shall be decided in a year's time, once it is referred by the initiator to the adjudicating authority. Appeals against the adjudicating authority's decision can be taken to the Appellate Tribunal at New Delhi. Also Certain sessions courts would be designated as Special Courts for trying offences which are punishable under the Act.
- Once an order is finalized, the Benami properties will be confiscated. The PBPT Act prohibits recovery of the property held benami from benamidar by the real owner. Properties held benami are liable for confiscation by the Government without payment of compensation.
- Benamidar or any person who abets other person to enter into such transactions will face rigorous imprisonment ranging from one to seven years in jail. The person may also be liable to pay a fine of up to 25% of the fair market value of such Benami property.

Implications of measures:

- In Real estate, the financial transactions and black money is very rampant. The government can control the layering that happens, where lot of black money is converted to white.
- This can control the inflation on property prices. With PBPT in place, we may see the corrections in the property prices. It is helping in reducing practice of using fake owners & will bring transparency in real estate sector.
- It is also boosting confidence of lenders especially banks & also private individuals. The amendment will have a greater impact on Benami transactions happening on a larger scale in agriculture land.

Conclusion

The strong law to deal with the deep rooted malady of benami transaction was tackled to create process of healthy business development in India. The strict enforcement of the Benami Transactions (Prohibition) Act, could unearth black money hidden through benami properties and make property accumulation difficult for corrupt persons and also work as a deterrent for others.



22. Examine the factors that shape the aptitude of a person.**Approach**

Candidates are expected to explain the term aptitude and then examine the factors that shape aptitude of a person.

Introduction

Aptitude is a component of competency to do a certain kind of work at a certain level, which can also be considered talent. It is basically the ability to deal with aspects of environment and the natural ability to acquire skill in some specific field.

Body

Aptitude is a natural talent or inborn ability that makes it easier for us to learn or do certain things/tasks. For instance, the ability to paint, produce music, or learn languages, ability to lead and perform administrative functions, etc. Learning some skills comes more easily to some people and others require greater effort and practice. When we say that someone is 'gifted' or has a talent, it means he/she has aptitude for that particular skill/action.

Let us examine the factors that shape the aptitude of person –

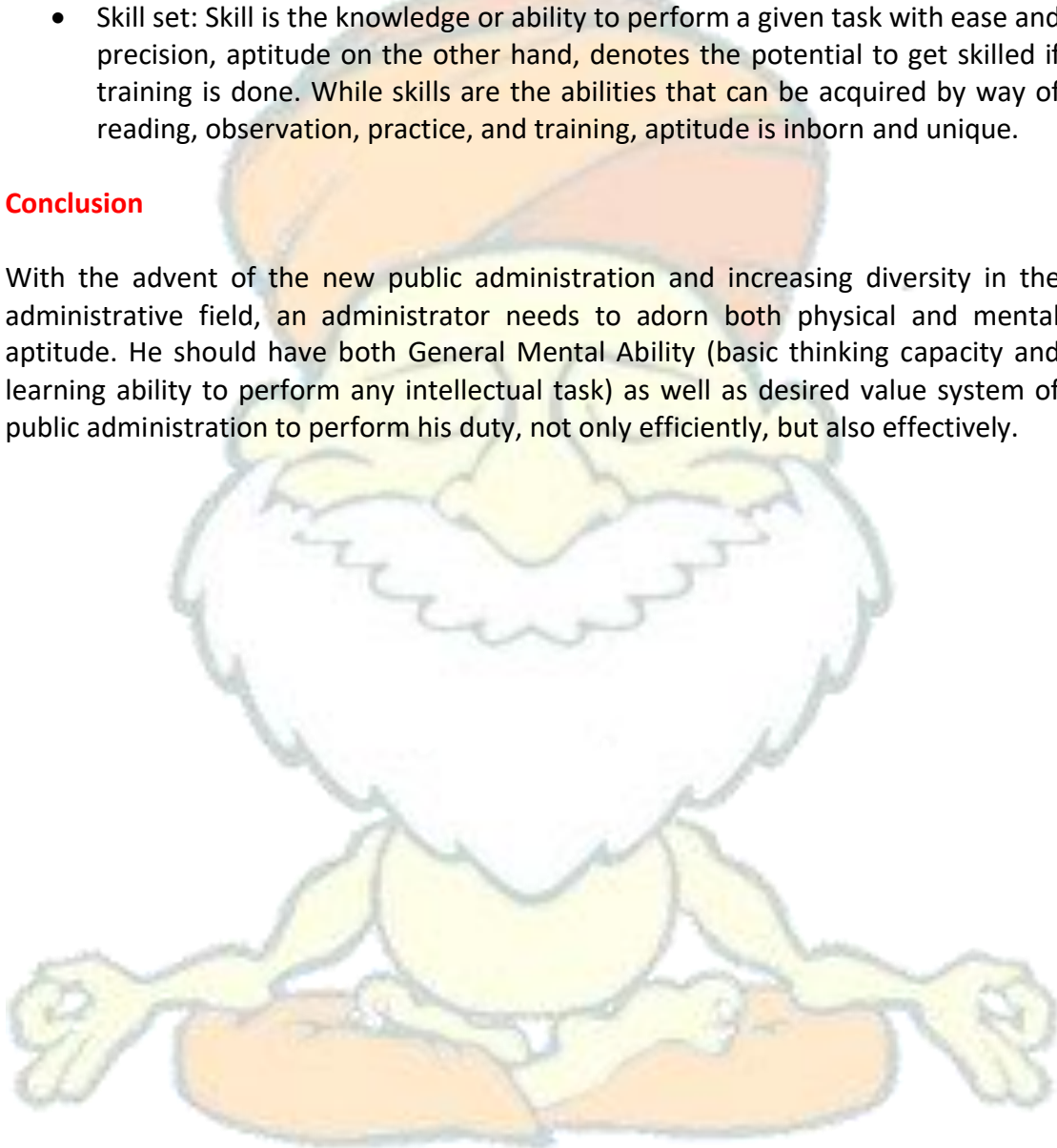
- **Heredity:** Some characteristics of our aptitude are genetic, which we inherit. Some of the traits like physical height, slimness, dexterity, intellectual capacity, ability to learn, logical power, etc. are also inherited. All these have a significant influence on person's aptitude. For example Michael Phelps' great swimming aptitude is a combination of skill, physical ability, and hard work. Many experts say that Michael's body was designed for swimming. He has a very long torso, long arms, big feet, and short legs for his height.
- **Family background:** The socio-economic status of the family, education of the parents, and other family members also shape aptitude of individual to a considerable extent. In fact, family members themselves try to influence the behaviour of children in a desperate attempt to personify their own aptitude and skills.
- **Nature of people with whom we interact and get inspired:** People influence each other and such influences shape the personality. For this reason, we often say that one's personality is constantly evolving and is shaped throughout one's life. Great leaders and personality for example Dr. Abdul Kalam influence children's to develop scientific aptitude and nurture and pursue their career.
- **Culture:** Culture shapes our personal values and predispositions. It is the unique characteristic of a social group. The values and norms shared by its member's sets it apart from other social groups. The essence of culture is the collective programming of the mind. This social apparatus shapes our aptitude.
- **Personal interest:** Interest is something that attracts us without the need to have any particular skill for a thing. A person may be interested in a particular

activity, job or training, but may not have the potential/aptitude to perform well in that particular area and achieve success. For example, one may have an intense interest in music, but not enough ability to succeed in a career as a performer.

- **Innate intelligence:** Intelligence is capacity for learning, reasoning, understanding, and similar forms of mental activity. It is the ability to learn and apply skills. On the other hand, aptitude is specific ability of a person to master a skill. However, aptitude requires a degree of intelligence to do the job well.
- **Skill set:** Skill is the knowledge or ability to perform a given task with ease and precision, aptitude on the other hand, denotes the potential to get skilled if training is done. While skills are the abilities that can be acquired by way of reading, observation, practice, and training, aptitude is inborn and unique.

Conclusion

With the advent of the new public administration and increasing diversity in the administrative field, an administrator needs to adorn both physical and mental aptitude. He should have both General Mental Ability (basic thinking capacity and learning ability to perform any intellectual task) as well as desired value system of public administration to perform his duty, not only efficiently, but also effectively.



23. What do you understand by the term 'bureaucratic red-tape'? Why is it an impediment to good governance? Explain.

Approach

Candidate is required to define bureaucratic red tapism with suitable examples and its effect in implementing effective governance. Some examples of good governance can be stated in the later part.

Introduction

Red tape is a derisive term for excessive regulation or rigid conformity to formal rules that is considered redundant or bureaucratic and hinders or prevents action or decision-making. It is usually applied to government, but can also be applied to other organisations like corporations.

Body

RED tape generally includes the filling out of seemingly unnecessary paperwork, obtaining of unnecessary licenses, having multiple people or committees approve a decision and various low-level rules that make conducting one's affairs slower and/or more difficult.

Where did red-tapism originate from?

- The English practice of binding documents and official papers with red tape was popularised in the writings of Thomas Carlyle protesting against official inertia with expressions like "Little other than a red tape Talking-machine, and unhappy Bag of Parliamentary Eloquence." To this day most barristers' briefs are tied in a pink coloured ribbon known as red tape.
- The colorful term used to refer to the seemingly endless parade of paperwork that accompanies many official matters got its start back in old England. Thick legal documents were bound or tied with red cloth tape. So when someone spoke of cutting through the red tape, they meant it in a very literal sense.
- Despite its genuine economic progress, though, India remained a chaotic and impoverished place: largely divided by religion and caste, captive to the whims of corrupt local officials and power brokers, hamstrung by a parochial bureaucracy that was resistant to change." These are the words of President Barak Obama about Indian red tape.

How red tape is impediment to good governance?

- Citizen satisfaction: Red tape indeed negatively affects citizen satisfaction. Citizens remain dissatisfied due to delayed government processing and cost associated with it. Most of the time citizen's problems remain unresolved due to red Tapism, leading to a sense of loss of trust in the government's process.

- Scheme implementation: Every new governmental scheme gets roadblocks in terms of red Tapism that eventually kills the larger objective by which it was launched. Delayed release of funds, lack of proper monitoring etc. are common associated issues attached to Red Tapism that make policies ineffective.
- Corruption: A World Bank study found that the higher the level of red Tapism, the higher the level of corruption. Bureaucracy invariably breeds corruption and lowers growth by complicating the normal flow of businesses. Paying a bribe to speed up the handling of the procedure is a typical example of Red Tapism associated corruption.
- Increased cost of doing business: Red tape is costly, not just in time and money spent filling out forms but also in terms of reduced productivity and innovation in business. This is particularly burdensome to smaller businesses and may even discourage people from starting up a new business.
- Governance: Due to Red Tapism variable enforcement of contracts and delayed administration lead to delayed justice, especially to the poor. The burden of red tape requirements prevent many to enjoy their rights due to delayed governance and delayed distribution of welfare measures. For example, delayed wage payments under MGNREGA impact timely benefits to poor.

How to reduce red tapism?

- Reforming laws: Reducing administrative burdens should be a part of making good laws. This objective also contributes to making administrative cultures more responsible and service-oriented. For example, Insolvency and Bankruptcy Code has helped in reducing Red Tapism regarding insolvency of a business unit, enhancing overall business sentiments. Further many redundant laws have been scrapped, making India achieving a 63rd spot in World Bank's Ease of doing business.
- Reduce the paperwork: Computers have already made many of the government services faster. It is a way forward to decrease the red tape. Capacity building in IT and communications is required at all the levels of the government, top to bottom. For example, the government has launched National Investment Promotion and Facilitation Agency known as Invest India that helps investors looking for investment, to reduce red Tapism.
- Skill development: There are officials who are not skilled enough to make government processing faster. It is important to train them properly on the subjects and appoint skilled people.
- Incentives: A lot of government employees at the lower level (Group-C and Group D) are underpaid. They find no incentive to work efficiently. Efforts must be made to honour workers for their good work and punishing for not achieving timely efficiency.

Conclusion

Red Tapism hinders good governance and the country's economic progress. It leads to a culture of corruption and inefficiency. Efforts must be made to make rules and regulations simple with emphasis on reducing delays in government work culture.



24. Explain the concept of integrity and its significance in civil services.

Approach

The question is asking you to explain it requires from you to give a clear account as to How/Why something happens.

Introduction

Integrity requires a self-discipline and will power capable of resisting the temptation. Integrity requires self-discipline and will power capable of resisting temptation and compels us to be socially conscious and to welcome both personal and professional responsibility. Its values encourage us to be honest in all our dealings and committed to a lifelong search for truth and justice.

Body

THE CONCEPT OF INTEGRITY –

Integrity is a personal choice, an uncompromising and consistent commitment to honour moral, ethical, spiritual and artistic values and principles. Its priceless reward is peace of mind and true dignity. There's one proviso, no one can guarantee that his or her particular version of integrity is actually sound and true, and not misguided. Integrity includes Soundness of moral principles, Uprightness, Honesty and sincerity, Synchronization between one's thought, speech and action and Loyalty to rational principles.

IT'S SIGNIFICANCE IN CIVIL SERVICES –

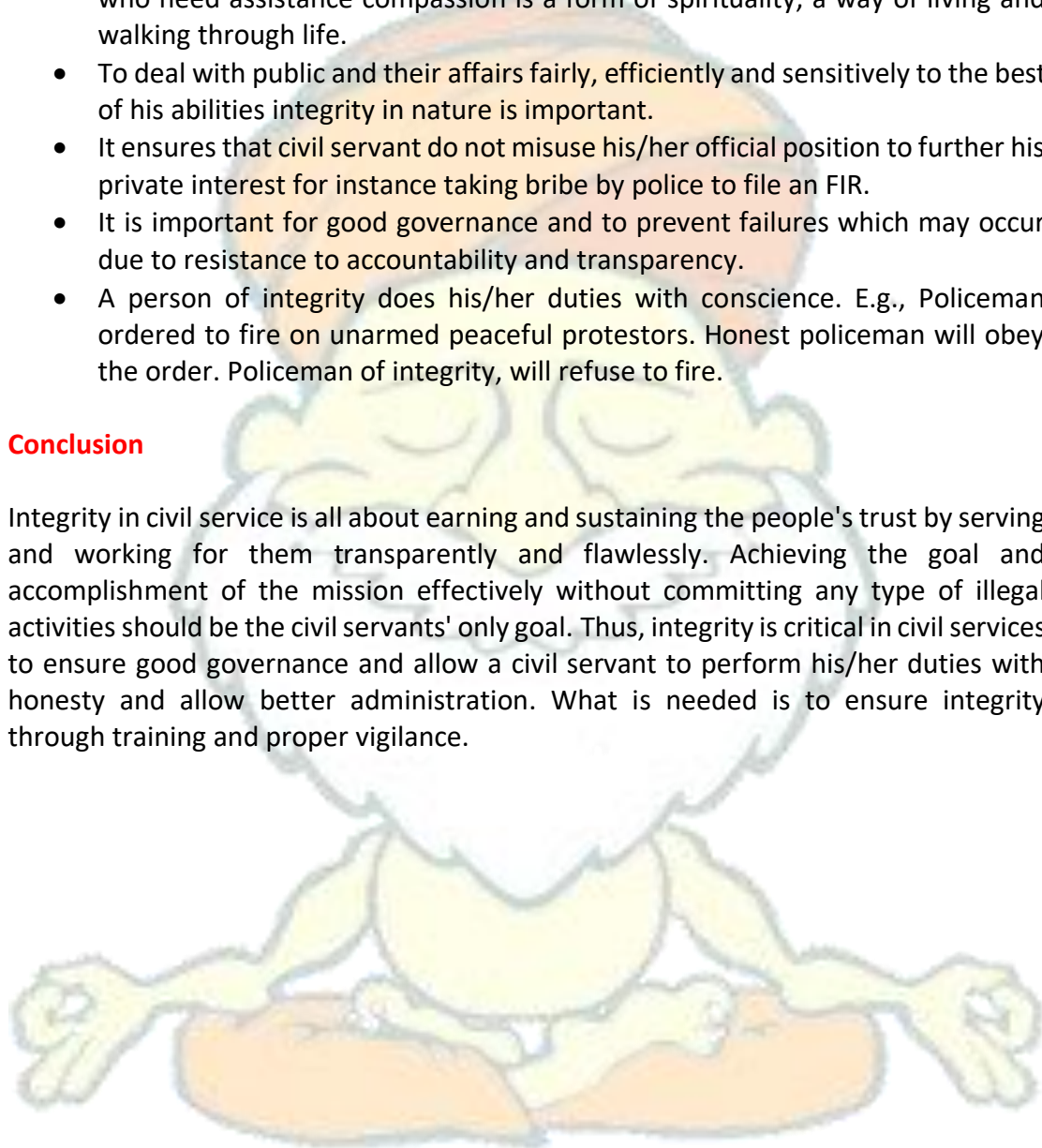
Integrity is the most applicable and most crucial quality to fight against all the corruptions in public administration. It is not only beneficial for the nations but also it ensures the civil servants' sincerity towards their job. The types of actions they take and the way they deal with the corruption has a direct impact on the people of India. Its significance includes –

- Civil servants have to set out highest standards of integrity and morality. This requires self-sacrifice a concept that rises above individualism and 'hedonism' to create an environment of public duty among the civil servants. An exemplary civil servant is not simply one who obeys the laws and behaves within the confines of law but is also one who strives for a moral government.
- Integrity is also important because the civil servants are serving the people which requires the work to be done not only fairly but also efficiently and flawlessly.
- The civil servants are engaged in serving public and their affairs and comply with the law of the land too. They work to administer justice with integrity.

- Integrity requires in a civil servant to incorporate the values of honesty, sympathy empathy, compassion, fairness, self-control and duty so that a civil servant will be able to uphold high personal and professional standards in all circumstances. 'Honesty' requires 'truthfulness', freedom from deception and fraud, fair and straight forward conduct. Sympathy enables a person to be deeply affected and concerned about the well beings of others, to imagine their suffering and be moved by their experience of others especially people who need assistance compassion is a form of spirituality, a way of living and walking through life.
- To deal with public and their affairs fairly, efficiently and sensitively to the best of his abilities integrity in nature is important.
- It ensures that civil servant do not misuse his/her official position to further his private interest for instance taking bribe by police to file an FIR.
- It is important for good governance and to prevent failures which may occur due to resistance to accountability and transparency.
- A person of integrity does his/her duties with conscience. E.g., Policeman ordered to fire on unarmed peaceful protestors. Honest policeman will obey the order. Policeman of integrity, will refuse to fire.

Conclusion

Integrity in civil service is all about earning and sustaining the people's trust by serving and working for them transparently and flawlessly. Achieving the goal and accomplishment of the mission effectively without committing any type of illegal activities should be the civil servants' only goal. Thus, integrity is critical in civil services to ensure good governance and allow a civil servant to perform his/her duties with honesty and allow better administration. What is needed is to ensure integrity through training and proper vigilance.



25. In your opinion, what should be the key indicators for measuring the professional excellence of a civil servant? Discuss.**Approach**

Students are expected to mention the major assessment aspects to judge the performance of the civil servant. He should prioritize each indicator based on his understanding and how the parameter adds up to infuse excellence in the performance of the Civil Servant. Main parameter's like transparency, accountability and strict adherence to rule of law are some key indicators.

Introduction

The civil service is a collective term for a sector of government composed mainly of career civil servants hired on professional merit rather than appointed or elected, whose institutional tenure typically survives transitions of political leadership. A civil servant is a person employed in the public sector by a government department or agency or public sector undertakings. Civil servants work for central government and state governments, & answer to the government, not a political party. The extent of civil servants of a state as part of the "civil service" varies from country to country. Civil servants must follow certain norms, rules and As an administrator, one should make sure that the highest standard of quality in governmental decisions and activities and not negotiate with values just for others convenience or satisfaction.

Body**Key indicators for measuring the professional excellence of a civil servant –**

- Utilitarianism is a general ethical theory that marks the point of right and wrong completely based on the consequences of one's action or policy. Furthermore, it can also be considered as the action or policy has taken into account the interests of others. Hence, a civil servant should follow the Principle of Utilitarianism and ensure that the decisions taken should lead to the greatest good for the country and its maximum people.
- Being a part of the governmental machinery, a civil servant should be resilient and adapt to any changes in the system, operation, or structure yet endure the ethical norms of conduct. There would be tricky circumstances during the tenure that needs to be solved within limited time limits. Under these situations a civil servant should act shrewdly and should be decisive in approach that needs quick thinking, analysing all available possibilities and potential outcome of them and should act accordingly after a general consent.
- The civil servant is in a unique position — he or she is bound by the machination of a political master. He has to deliver to unknown faces. One has to see through the veils, as there are many masks people wear. For a public servant, this is very important — that they understand which mask they are

speaking to. If you understand that, it solves a lot of mysteries and heartbreak. The next steps are imagination, hard work, teamwork and an open mind.

- Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports organisational objectives and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet Civil Service goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the citizen and support economic, sustainable growth.
- Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.
- Transparency is known as the right and means to observe the process of decision making. When it comes to administration transparency means of holding public officials accountable and fighting corruption. As a civil servant, he should function should be transparent that it is easy to see what actions are performed. As a civil servant having integrity means doing the right thing in a reliable way with the quality of being honest and having strong moral principles that do not waver. He requires firm adherence to a code of particular moral or artistic values, incorruptibility, soundness, and quality or state of being complete or undivided.

Conclusion

Civil Servants are the bedrock of the entire country, therefore the most effective way of the civil servant is to be honest, transparent and accountable at all stages during the course of his tenure. Even more important is to be resilient, decisive and kind to the public at large. With a mature head on the shoulders, it is important that the civil servant holds forte over his values, consolidates them and manages his team well to perform and serve with excellence. There is a strong need for a robust performance management system to be introduced in the government covering all organizations and different levels of functionaries. Time has also come to look at a paradigm shift in ensuring accountability by introducing concepts like service agreements and bringing in the tools of social accountability to involve the citizen also in appraising the performance. The alignment between individual performance and organizational goal is also of utmost importance by introducing an appropriate set of performance indicators. Measuring performance is useful only when it translates into action. Performance management tools by themselves do not create sustained high performance. It is important to create an environment conducive for effective and efficient performance with a system of rewards and punishment, besides building capacity at all levels of government to get results.

26. Examine the concept of ‘internationalism’? Why is it important in the current global context?

Approach

We need to define both the concept of ‘nationalism’ and ‘patriotism’. Further, we need to list down differences between them through various dimensions and also provide suitable example to mentioned dimensions.

Introduction

Nationalism and patriotism both show the relationship of an individual towards his or her nation. Mostly they are used interchangeably and are considered similar. However, there is a vast difference between nationalism and patriotism.

Body

Nationalism	Patriotism
<ul style="list-style-type: none"> • Nationalism or rashtravaad is an ideology based on the premise that an individual's loyalty and devotion to one's country should come above the interests and opinions of other citizens or the interests of a certain group of citizens. • Feelings of nationalism though are positive for one’s own nation but are based on distrust, disapproval, hate, dislike, ignorance, etc. for others. • Nationalism involves feeling of rivalry and a sense of superiority for one’s nation, its culture, etc. As compared to others. E.g.: Western culture dominance and sense of superiority over other cultures. • Nationalist tend to discourage almost any kind of criticism even at the cost of continuing regressive socio-economic and political practices. E.g.: Caste, racial, gender etc. like discriminatory practices are continued with certain cultural backing. • Nationalism many a times creates difficulties for nation’s foreign policy. Balancing act is seen as weakness and tough stand is encouraged. E.g.: Rhetoric created during Indo-Pak, Indo-China conflicts drag resolution process. 	<ul style="list-style-type: none"> • A patriotism, deshbhakti or watanparasti is the love for the nation to the extent of willingness to sacrifice for the cause of the nation. • Feelings of patriotism are based on the positive values the country embraces—like freedom, justice, and equality. • Patriotism does not involve feeling sense of rivalry and superiority against the other. E.g.: India’s sense of pride in joint family system, Yoga, Ayurveda, etc. • Patriotism accommodates criticism about one’s nation and promotes introspection to enable reforms. E.g.: Social reform movements against sati, child marriage. Current civil liberty movements for LGBTQ. • Patriotism enhances both hard and soft power of the nation’s foreign policy. E.g.: Enables to have friendly relations with all nations like US, Israel, Russia, Iran, etc. • It encourages acceptance of failures and encourage measures to eliminate shortcomings of a nation. • It is more inclusive and is mostly internal feeling. • Patriotism lays more emphasis on the values and beliefs of a nation. E.g.: Indian principles like Vasudeva Kutumbakam, Jagat Guru etc. accommodate aspirations

<ul style="list-style-type: none">• Nationalist try to justify shortcomings and have tendency of blaming others for any deficiencies in the nation. E.g.: Blaming foreign invasions, British rule, etc. for current socio-economic and political issues.• Nationalism is mostly revealed as against to specific nation and has external influence in its manifestation. E.g.: Indian nationalism is said to be revealed only on two instances Indo-Pak cricket match and War.• Nationalism puts increased emphasis on the culture, tradition, heritage, etc.	<p>of global community along with national aspirations.</p>
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Nationalism is taken in negative sense in today's times however; it is needed in healthy amount to sustain pride, confidence, etc. of a nation. Absence of nationalism made certain Indian people think everything Indian is inferior. While, sometime patriotism is considered as symbol of weakness, where nation is influenced by others due to its inability assert itself.

Conclusion

Only few countries can possibly survive and prosper without some degree of nationalist and patriotic feelings among their people. A love of country and shared pride bring the people together and help them in enduring challenges.

27. How does integrity translate to success in one's professional life? Examine.**Approach**

We need to define the term integrity and relate its role in achieving success in professional life. We have to give relevant examples to justify our arguments.

Introduction

Integrity is consistency of thought, speech and action while adhering to highest moral standards. While professional life involves one's involvement in career or profession and their interaction with the formal environment of workplace.

Body

Professional life is mostly affected by personal responsibilities, societal norms, career goals, work-life balance, work load, job security, complexities of work culture, etc. Such diverse set of challenges encourages or even forces an individual to use wrongful means to achieve success. Professional success can be subjective as per individual.

Ethics based professional life embedded with ethical values especially integrity translates to success in one's professional life in following ways and means –

- Adherence to professional rules and regulation: It reduces confusion and possibility of digressing from professional mandate.
- Rise in efficiency: Integrity induces discipline, punctuality and dedication in work.
- Decline in corruption: Integrity encourage transparency, accountability which restrict individual's involvement in corrupt practices.
- Harmonious work culture: Integrity ensures inclusive workplace which respects gender diversity, healthy environment to excel and create respectful bonding among employees.
- Balance in personal and professional life: Timely completion of official work with honesty gives more time for personal life and leisure.
- Mental peace: Efficiency at work with less worries about adverse consequences and balanced work life eliminates possibility of mental health issues like depression.
- Encouragement to take leadership role: Integrity induces confidence to take bold initiatives, lead from front and attract adherence by colleagues. E.g. E Shreedharan integrity in professional life gave him title of Metro Man, as government officer accomplished tasks like Konkan Railways, Metro in Delhi and today is heading towards a political career.
- Career growth: Encouragement to adopt new skills as per advancing conditions, appreciating appraisals increase chances of promotions and heft raise in salary package.

- Ignites entrepreneurial spirit. E.g.: Paytm, Flipkart founders today are cornerstone of India's entrepreneurship.

Conclusion

Thus, a professional life equipped and guided by integrity ensures ethical, harmonious and prosperous life for an individual and a competent and competitive workforce for a nation development.



28. Explain the terms 'impartiality' and 'non-partisanship' with the help of suitable examples. Why are they important traits for a public servant? Discuss.

Approach

Candidates are expected to explain term impartiality and non partisanship in short with giving suitable examples. Then give reasons why both are important traits for a public servants.

Introduction

Impartiality and non-partisanship imply acting solely according to the merits of the case and serving equally well the governments of different political persuasions. An impartial and politically neutral public servant is a defence against the spoils system which has the propensity to degenerate into a system of patronage, nepotism and corruption.

Body

Impartiality:

- Impartiality is a principle of justice holding that decisions should be based on objective criteria, rather than on the basis of bias, prejudice, or preferring the benefit to one person over another for improper reasons. For a public servant, it means that decisions should be based on objective criteria, rather than on the basis of bias, prejudice or personal interest.
- It helps in upholding rule of law and makes the civil servant accountable to law and law alone. Also, it is in accordance with the constitutional provisions including Article 14, 15 and so on. For example Any political pressure to favor a group would be handled only if the civil servant is impartial all along.
- Impartial civil servant would have a better credibility and persuasive capability in negotiations. For example N Ravi, an interlocutor is effective in north east insurgency negotiations because of his impeccable record of impartiality.
- It will keep oneself free from nepotism, political-corporate nexus and corruption. The examples are is Sagayam IAS of Tamilnadu cadre or Ashok Khemka of Haryana etc.

Non partisanship:

- Non-partisanship means non-disposition of civil servants towards any political party/entity i.e. to exhibit political neutrality regardless of his/her own political thought. The values of the administrator should flow from the constitution but not from the philosophy of any political party.
- Non-partisanship public servant should be apolitical as it's the bureaucracy which is the permanent executive. The government in power, irrespective of political party, must be provided the bureaucratic services in same spirit without any biasness and functioning of government stays effective.

- As a Speaker, GV Malvankar was exemplary due to his non-partisanship despite his affiliations to the INC. Throughout his tenure as speaker, he did not take an active part in party politics.
- For example civil servant viz. T.N. Seshan, Vinod Rai etc have displayed exemplary quality of civil service and exhibited political neutrality with bringing various changes in election, auditing systems in India respectively.

Impartiality and nonpartisanship are important traits for a public servant:

- With control of resources at one's dispensation, a Public servant need to be impartial to plural group identities religion, caste, creed, gender, social standing etc. They ought to be weighed equally much in light of "Right to Equality" enshrined in our Constitution.
- A public servant should be apolitical as it's the bureaucracy which is the permanent executive. The government in power, irrespective of political party, must be provided the bureaucratic services in same spirit without any biasness and functioning of government stays effective.
- To establish rule of law everyone regardless of their position are equal under law therefore prerequisite for establishing it is impartial behaviour of all in law and justice system (from police to judge).
- Deepening of democracy with improve confidence in government machinery the public feels more enthusiastic to take part indecision making.
- Efficient use of resources an impartial officer will never divert any of the available resources at his or her disposal in favour of anyone hence he or she will always try to use the resource in best possible manner to bring out maximum benefit to the nation.

Conclusion

Present-day civil servants and public 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 of non partisanship and impartiality is need of the hour.

29. Commitment to public service must be the foundational trait for a civil servant. Do you agree? Substantiate.

Approach-

Candidate is required to deliberate on the value of commitment to public service and how it is essential for any civil servant. In the later half, an example can be given to substantiate point.

Introduction

Commitment is the dedication and passion towards a particular task. It helps to achieve goals and not deviating for them. “Only one who devotes himself to a cause with his whole strength and soul can be a true master. For this reason, mastery demands all of a person. — Albert Einstein.

Body

Commitment is the state of being dedicated to a cause or activity. Once a commitment is made, it also puts an obligation on the person to act or otherwise he cannot be considered to be committed. Public servants must be committed to values like honesty, integrity, empathy, justice, equality.

Why commitment is important?

- The phenomenon of commitment is a cornerstone of human social life. Commitments make individuals’ behaviour predictable in the face of fluctuations in their desires and interests, thereby facilitating the planning and coordination of joint actions involving multiple agents.
- Moreover, commitment also facilitates cooperation by making individuals willing to contribute to joint actions to which they wouldn’t be willing to contribute if they, and others, were not committed to doing so.
- Despite the importance of commitment for characteristically human forms of sociality, it is not well understood how people identify and assess the level of their own and others’ commitments, nor what motivates them to honor commitments.
- Many commitments work not only without contracts but also without explicit agreements or promises they are implicit. But in the absence of an explicit agreement or promise, or even any expression of one’s conditional willingness to pursue a shared goal. This type of commitment is important for the civil servant as there is no external contract to perform the duty.
- Commitment is one of the values that underpin strong and mutually beneficial relationships. People who can maintain strong relationships rank high in their emotional intelligence and they are the most likely to fulfill their commitments or stay committed.
- Commitment is also a personal thing. It is a strong indicator of a self-discipline, resilience and persistence. It is a value that differentiates the stout- hearted

from the weak. People who are committed, do their very best even outside their comfort zones.

- Because they are focused, their choices in life are clearer and they know their way towards their goals. People who are not committed lack focus and usually end up with many hazy choices.

Commitment to public service

- Because commitments shape and define a person, we become what we are committed to. Many of those who are afraid to commit to anything just drift through life. Hence commitment to public life is essential.
- Diligent farmers commit to preparing the soil well for seeds to germinate. They patiently wait for them to grow. When the first buds break the soil, they take extra care of them as they look forward to a rich harvest. Just like committed civil servant commitment will give them fruits of honour, respect and satisfaction.
- When faced with difficult ethical dilemma, commitment will help clear the fog of uncertainty. Hence it is a foundational principle of a character.
- Disciplined athletes commit to the rigors of training to win the prize. Their eyes are focused on their objective to win. They know well the road they are taking has obstacles and challenges to hurdle but they are bent on overcoming them as they set their eyes on the finish line. In the same manner public servant will stay focussed on the objective of public good if committed.

Some Examples

- MG Rajamanikam carried rice sacks on his shoulder without hesitation during Kerala flood.
- Ashok Khemka – 45 transfers in 23 years.
- Smita Sabharwal – “fund your city” project for infrastructure development.
- Sonam Wangchuk started operation New Hope – revolutionizing education in Ladakh.
- Compassionate Kozhikode – Prashant Nair.

Conclusion

Commitment is a guiding light when faced with the challenges. “Stay committed to your goal and do not worry about the outcome”, said Krishna to Arjun in Bhagwadgita. Being committed to duty of public service keeps the fabric of nation intact and facilitates goal of welfare state.



30. Empathy is about finding echoes of another person in yourself. Elucidate.**Approach:**

Question is straight forward in its approach students are expected to explain the above quote in a detailed manner, also use of examples is important which helps in explaining points properly.

Introduction:

Empathy is the ability to emotionally understand what other people feel, see things from their point of view, and imagine yourself in their place. Essentially, it is putting yourself in someone else's position and feeling what they must be feeling. While people are generally pretty well-attuned to their own feelings and emotions, getting into someone else's head can be a bit more difficult. The ability to feel empathy allows people to "walk a mile in another's shoes".

Body:

The above quote explains empathy as If we are able to understand each other by stepping in the other person's bubble, by diving into their beliefs, values, by being more welcoming and trying to find echoes of the other person in ourselves, we will be able to create a better understanding between each other which will help us make a better world. This helps in understanding each other's problems and issues according to their own way of life.

- It allows people to build social connections with others. By understanding what people are thinking and feeling, people are able to respond appropriately in social situations. Not only people are more likely to engage in helpful behaviours when they feel empathy for other people, but other people are also more likely to help you when they experience empathy.
- Empathetic people care about others and show interest in and concern for them. It is the ability to non-judgmentally put into words your understanding of the other person's perspective on the world, even if you do not agree with it, or even if you find that perspective ridiculous.
- There are individual differences in empathy between individuals, and there are certain conditions in which empathy is blunted or altogether absent. Psychopaths are capable of empathic accuracy, or correctly inferring thoughts and feelings, but they have no experiential referent: a true psychopath does not feel empathy.
- Mahatma Gandhi lived a simple life because he was empathetic and sensitive. He renounced a luxurious life because he could listen the unheard voices in India which were suffering under the exploitative British rule. On empathy, his advice to anyone who was in doubt if an action was good or not, was to put oneself in the situation of the poorest of the poor in the country and see how a particular policy and programme will impact him or her.

- Empathizing with others helps us learn to regulate our own emotions. Emotional regulation is important in that it allows us to manage what we are feeling, even in times of great stress, without becoming overwhelmed. e.g., Children playing with Animals.
- Empathy ensures helping behaviours that come from within, rather than being forced, so that people behave in a more compassionate manner. e.g., the way animals are treated by the family strongly influences whether or not children learn to treat other living beings with kindness and respect.
- Empathetic people care about others and show interest in and concern for them. e.g., Many people understand the situation when an animal goes through pain of labour.
- Daily wagers, footpath vendors, migrant labourers have all had their only source of income snuffed out by the lockdown. To help them stay afloat, the city's army of volunteers has stepped in, doing their bit in multiple ways. e.g., Many of organisations have come together and are helping the people by distributing food packets and other essentials.
- The COVID-19 pandemic has brought the world to test its empathetic attributes by posing a question of survival in front of humanity. Amidst this crisis many people around the world have come together to help people besides practising attributes of empathy.

Conclusion:

Empathy, a term often used for a kind of concern for others is one of the most important virtues and must be developed in all of us. It has greater implications because when empathetic people see someone in pain, they feel it with them instead of feeling it for them. The matter of empathy becomes important in developing countries like India where civil servants are particularly not that empathetic towards the common people and have the sense of superiority which alienates them and severely destroys the bond of belongingness. While empathy might fail sometimes, most people are able to empathize with others in a variety of situations. This ability to see things from another person's perspective and sympathize with another's emotions plays an important role in our social lives. Empathy allows us to understand others and, quite often, compels us to take action to relieve another person's suffering.

31. The purpose of human life is to serve, and to show compassion and the will to help others. Do you agree? Comment.

Approach

The candidate needs to comment on the aspect of purpose of human life and show his/her views regarding the purpose being to serve, to show compassion and the will to help others. You can illustrate this with the help of multiple examples. You can also put points contrary to the above argument but with proper substantiation.

Introduction

Ever since humans have evolved, the fundamental question that has troubled them has been the quest to understand purpose of human life where many philosophers across various cultures have given different interpretations of their understanding, where the common aspect seems to be the inner urge to help others, which comes across as an important part of the question to what is the purpose of human life.

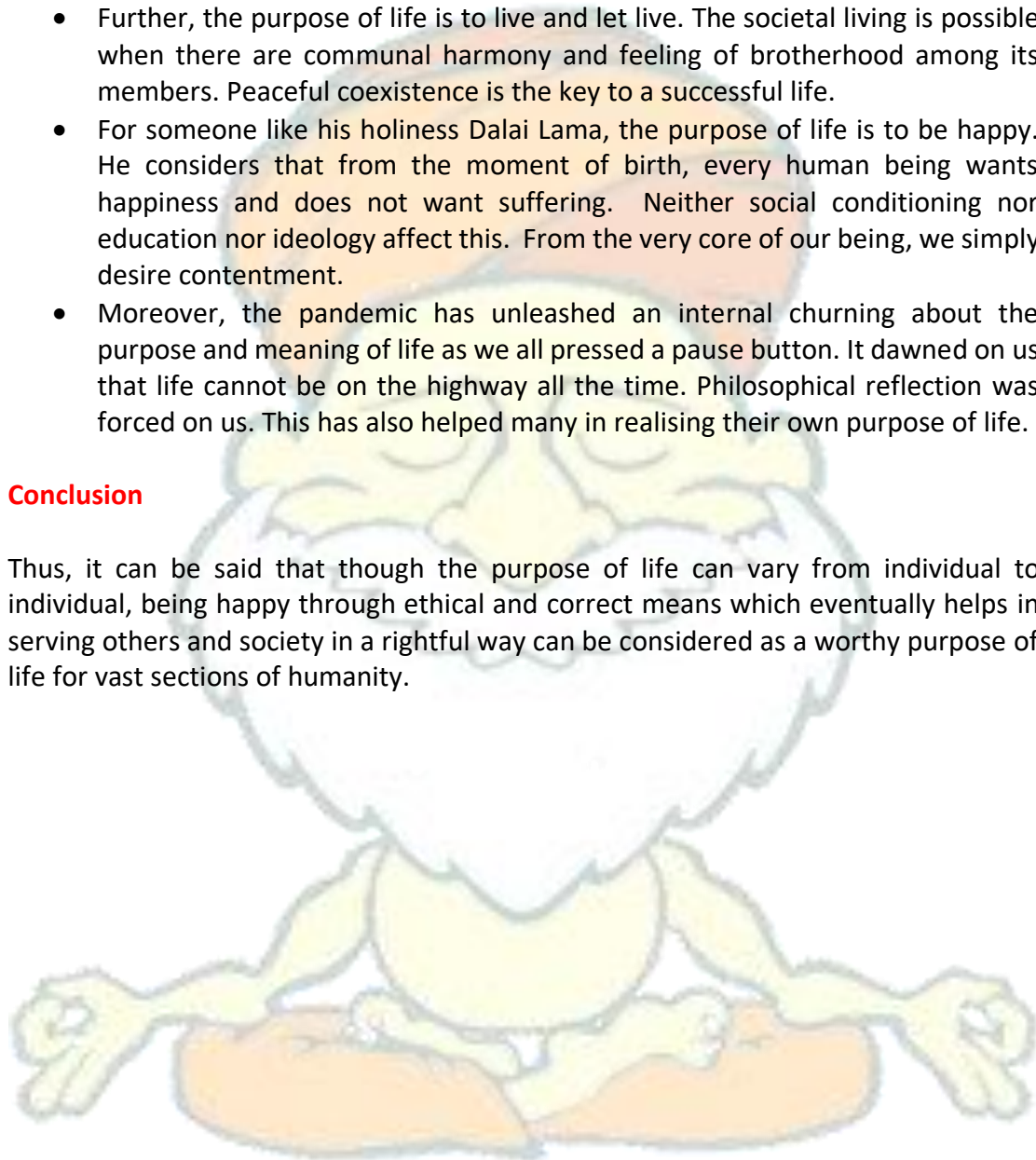
Body

- Since human beings have developed the ability to think rationally and analyse the surroundings, we have been curious about why things are the way that they are. This holds true on both a relative level, such as when we want to know how organisms have evolved, and an absolute level, such as about purpose of life, god, and the nature of the universe.
- What is to be achieved through living differs from individual to individual. Personal responses to situations and the thought processes involved in handling issues and problem-solving capabilities differ from person to person.
- For many people, serving others helps in attaining their purpose of life which is exemplified through the multiple religious teaching which promote serving others. E.g. - People in India have been following the principle of “Paropkar param dharma” – selfless service is the greatest religion – for thousands of years.
- However, while helping others, one should not expect something in return; one’s intention should be to lessen other people’s misery. “Service to others should be sincere and done from the heart; only then it is fruitful.”
- Generally, one’s constant inner intent should be towards helping others. If you are unable to do so for any reason, you can also make sure that you do not hurt anyone. This is an indirect way to help those around you.
- Life can be made beautiful or can be simply led. The success ratio and personal response to challenging situations are deciding factors. Here, the purpose of life for many can be serving others compassionately, clearly displayed by Mother Theresa, who has often been referred to as an embodiment of compassion. Her selfless work for the poor and destitute till date is inspiring and spoken of.

- Ethics and moral values imbibed into life by the individual act as indicators. One's judgmental capacity of good from bad, right from wrong, legal from illegal, ethical and unethical all act as guidelines to one's life and help him/her in leading a good purposeful or bad life depending on the choices he makes. These help in generating the will to help others. E.g. – Gautama Buddha had the will to help others attain enlightenment after gaining the knowledge himself through struggles.
- Further, the purpose of life is to live and let live. The societal living is possible when there are communal harmony and feeling of brotherhood among its members. Peaceful coexistence is the key to a successful life.
- For someone like his holiness Dalai Lama, the purpose of life is to be happy. He considers that from the moment of birth, every human being wants happiness and does not want suffering. Neither social conditioning nor education nor ideology affect this. From the very core of our being, we simply desire contentment.
- Moreover, the pandemic has unleashed an internal churning about the purpose and meaning of life as we all pressed a pause button. It dawned on us that life cannot be on the highway all the time. Philosophical reflection was forced on us. This has also helped many in realising their own purpose of life.

Conclusion

Thus, it can be said that though the purpose of life can vary from individual to individual, being happy through ethical and correct means which eventually helps in serving others and society in a rightful way can be considered as a worthy purpose of life for vast sections of humanity.



32. The highest result of education is tolerance. Do you agree? Substantiate your views.

Approach

Candidates are expected to write about correlation between education and tolerance in introduction and then write about how education results into tolerance with proper substantiation.

Introduction

Tolerance is respect, acceptance and appreciation of the rich diversity of our cultures, our forms of expression and ways of being human. It is fostered by education system where knowledge, openness, communication, and freedom of thought, conscience and belief are generated.

Body

Education results into the tolerance:

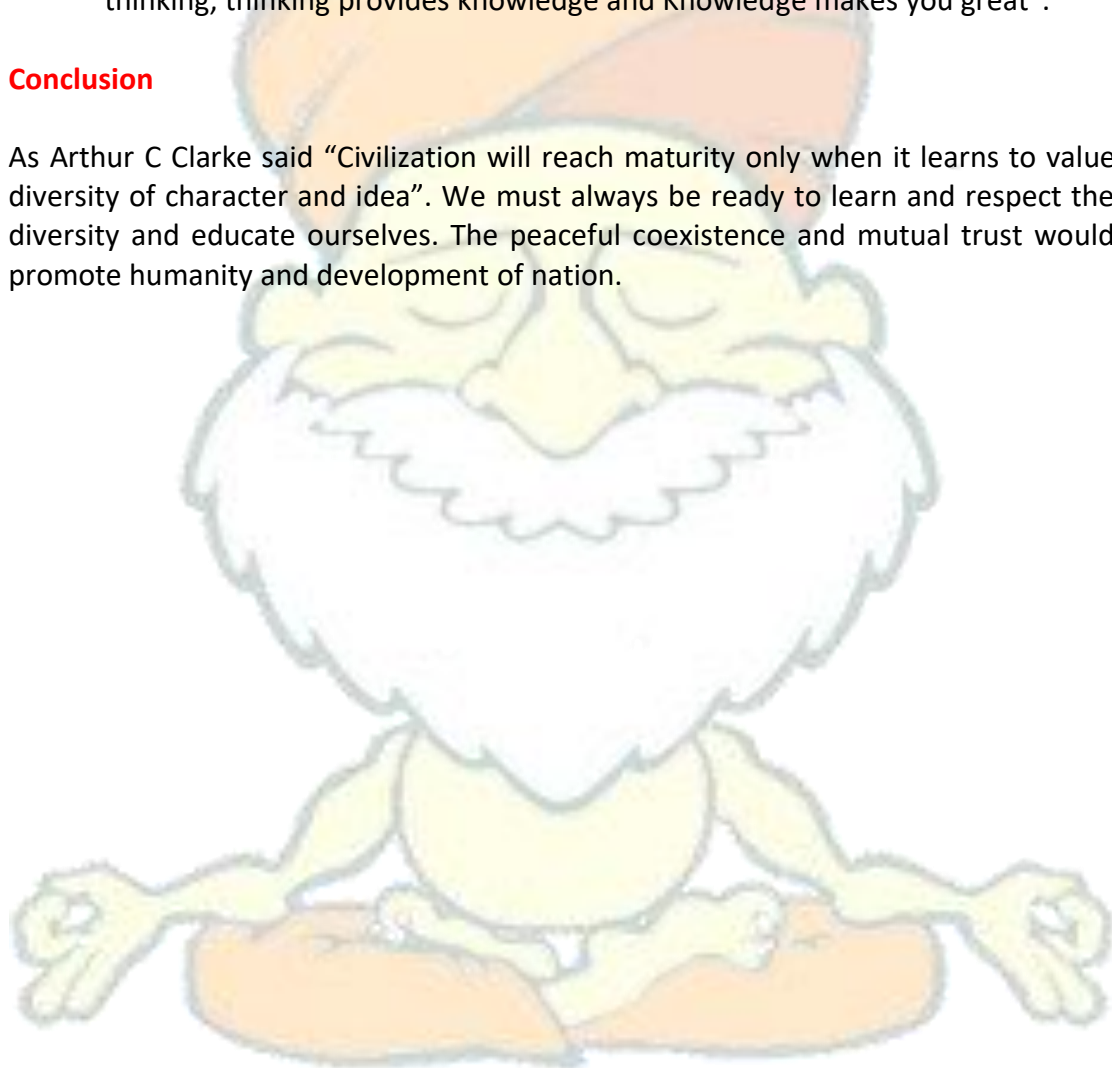
- Swami Vivekananda believed education to be the manifestation of perfection residing in the hearts of human beings and that this perfection intrinsically held tolerance.
- Education is said to make people more tolerant by enhancing their knowledge and reasoning skills. This helps people to see through prejudiced claims and dismiss irrational fears about those who are culturally different.
- It's often said that a person's tolerance rises with their education level. So on this basis, the higher a person's educational attainment is, the more likely they are to accept racial or ethnic minorities.
- Schools and universities also enhance tolerance by emphasising it as a virtue. The longer individuals stay in the education system, the more they are exposed to tolerance as a "core value" – and the more likely they are to internalise it.
- The education that a person receives in his lifetime is not just from school, but also from his family, friends, society etc. The one who really takes pages of his experience and learning will develop knowledge. We learn to respect elders, opposite gender from our parents, our friends teach us how trust is build, and our society teaches us how to stay in harmony among diversity.
- Studies often show that young people are also more welcoming in their attitudes to outsiders. This is thought to be largely because they have higher levels of education than older age groups.
- Education has only one role for any society, and that is to keep the generations moving in the ascending order of knowledge and information. If education by default can enable the character of tolerance, then education transposes to the highest level of seeking the truth.
- Uneducated are generally intolerant of others because they live "self-centered" lives. They simply do not possess to give them perspective of the

actual facts. This can be seen in recent cases of mob lynching, honour killing etc.

- However, the holistic education system always gives equal importance and exposure to sports, culture and arts of which tolerance is a part. But simultaneously, social media and technological outreach have blurred the lines between information, knowledge and wisdom vis-à-vis fact, fiction and perception.
- An educated mind always accepts diversity prevalent and entertains the thought/view of others with/without accepting it. Tolerance is not built within a day, but is gradual of all the learning and education that we receive.
- As A.P.J Abdul Kalam said “Learning gives you creativity, creativity leads to thinking, thinking provides knowledge and Knowledge makes you great”.

Conclusion

As Arthur C Clarke said “Civilization will reach maturity only when it learns to value diversity of character and idea”. We must always be ready to learn and respect the diversity and educate ourselves. The peaceful coexistence and mutual trust would promote humanity and development of nation.



33. “Every man must decide whether he will walk in the light of creative altruism or in the darkness of destructive selfishness”. What do you understand by this quote by Martin Luther King?

Approach- Candidate can deconstruct the above quote and bring out the relevance in current situation. With the help of examples answer can be concluded with an anecdote.

Introduction

Martin Luther king was a champion of basic human rights and we all know his long legacy in fight for justice. He was inspired by Mahatma Gandhi and pursued a life inspired by values. In the above quote he calls out for character building.

Body

- In this, King calls us to actively seek ways to elevate the needs of others within our society. He embodied these ideals in a life devoted to justice, and his actions as a leader reflected this creative altruism.
- According to Adam Grant, a management analyst, "there's reason to believe that in the long run, the greatest success -- and the richest meaning -- will come to those who, instead of cutting other people down, pursue their personal ambitions in ways that lift others up."
- Creative altruism comes in many different forms. But it stems from a mindset of helping others whenever you can even when there is no direct benefit to you.
- MLK shares his epiphanies on the bliss and magnanimity of selfless creativity against the toxicity of selfish actions. He feels the onus lies on us to choose between a life of altruism that cultivates an ambience of positivity or to lead a gloomy lifestyle painted by self-interest at the cost of fraternity.
- Human endeavours are limitless, provided they are charted for the welfare of others. A person driven by selfishness is bound to undermine the selfishness of other individual. Thus, there cannot be peace, prosperity and stability in the world.
- Every nation driven by its self interest, somehow erode the self interest of some other country. e.g., Germany strides in second world war.
- Talking about creative altruism, Gandhiji idea of Sarvodaya through antyodaya is prominent. Such venture ensure welfare for all with focus on most underprivileged and marginalized sections of the society. Thus, collectivism and cooperation get precedent over individualism and competition.

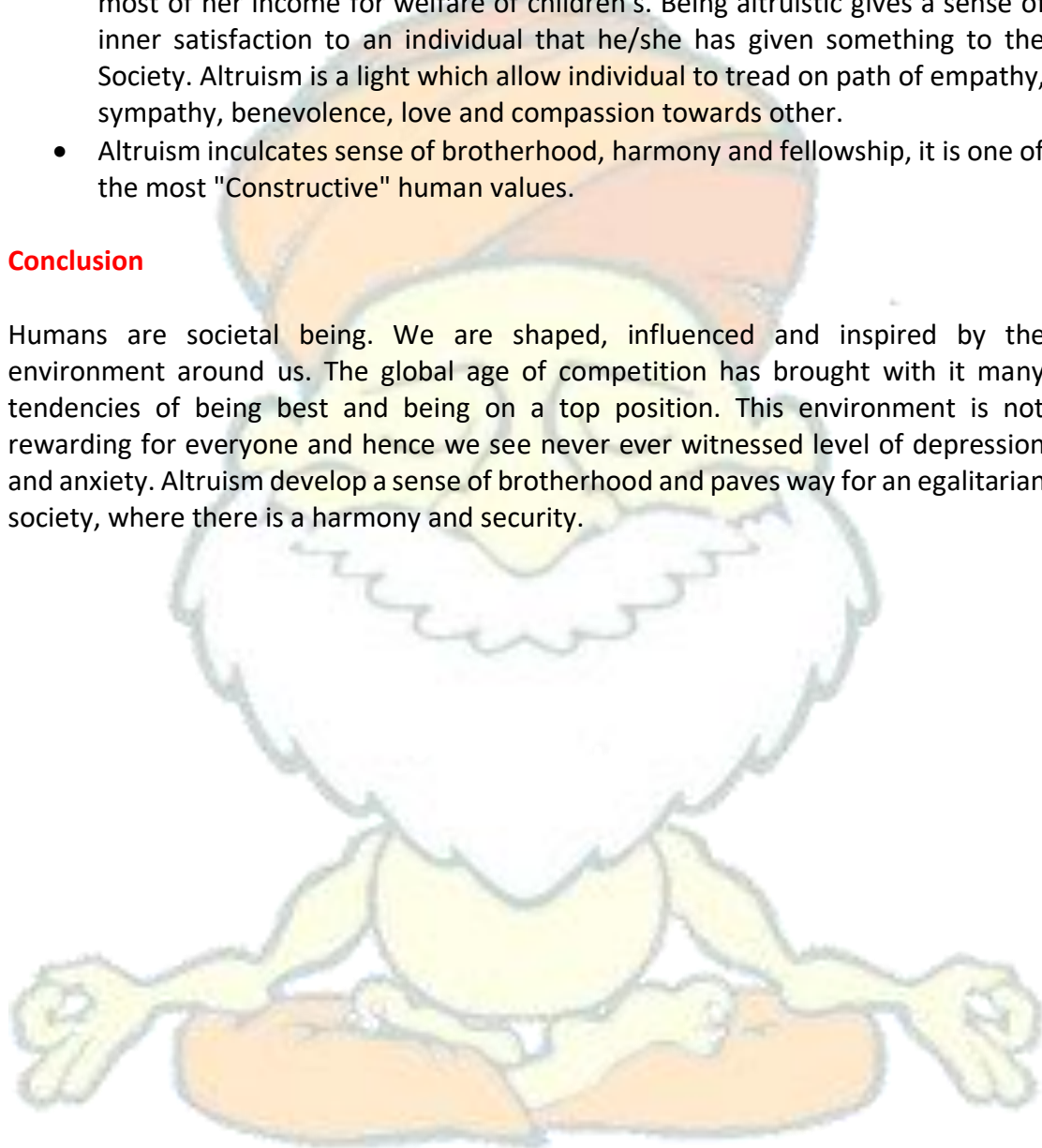
How altruism helps us?

- Altruism helps us in taking ethical judgements. eg: Officer not supporting nepotism.
- Selflessness will help us in developing sensitivity towards other eg: Pain of Vulnerable section, bring tolerance & peace in society

- Helps in charity and donations.
- Selfless actions can build strong International relations on path of peace, mutual cooperation & sustainability.
- Creative altruism makes one happy internally, not having to much materialistic tendencies, and seek happiness in service, involve themselves in service of others.
- J.K Rolling a great writer just lost her billionaire status because she donated most of her income for welfare of children's. Being altruistic gives a sense of inner satisfaction to an individual that he/she has given something to the Society. Altruism is a light which allow individual to tread on path of empathy, sympathy, benevolence, love and compassion towards other.
- Altruism inculcates sense of brotherhood, harmony and fellowship, it is one of the most "Constructive" human values.

Conclusion

Humans are societal being. We are shaped, influenced and inspired by the environment around us. The global age of competition has brought with it many tendencies of being best and being on a top position. This environment is not rewarding for everyone and hence we see never ever witnessed level of depression and anxiety. Altruism develop a sense of brotherhood and paves way for an egalitarian society, where there is a harmony and security.



34. No act of kindness, no matter how small, is ever wasted. Comment.**Approach:**

Directive is comment which demand expressing an opinion or reaction. It is important to pick out the main points/core and give one's opinion based on the information or the arguments originated from the reading. One should take a neutral ground and write facts and viewpoints.

Introduction:

“No act of kindness, no matter how small, is ever wasted”, the classic quote is so true. It doesn't matter if you do a small act of kindness or a big act of kindness – the important thing is that you do an act of kindness and it is never a waste of time. Being kind to someone else can change their life. Many people believe that nobody cares about them and that their life is not important. Just something as simple as a friendly smile or a kind word can literally 'make their day'.

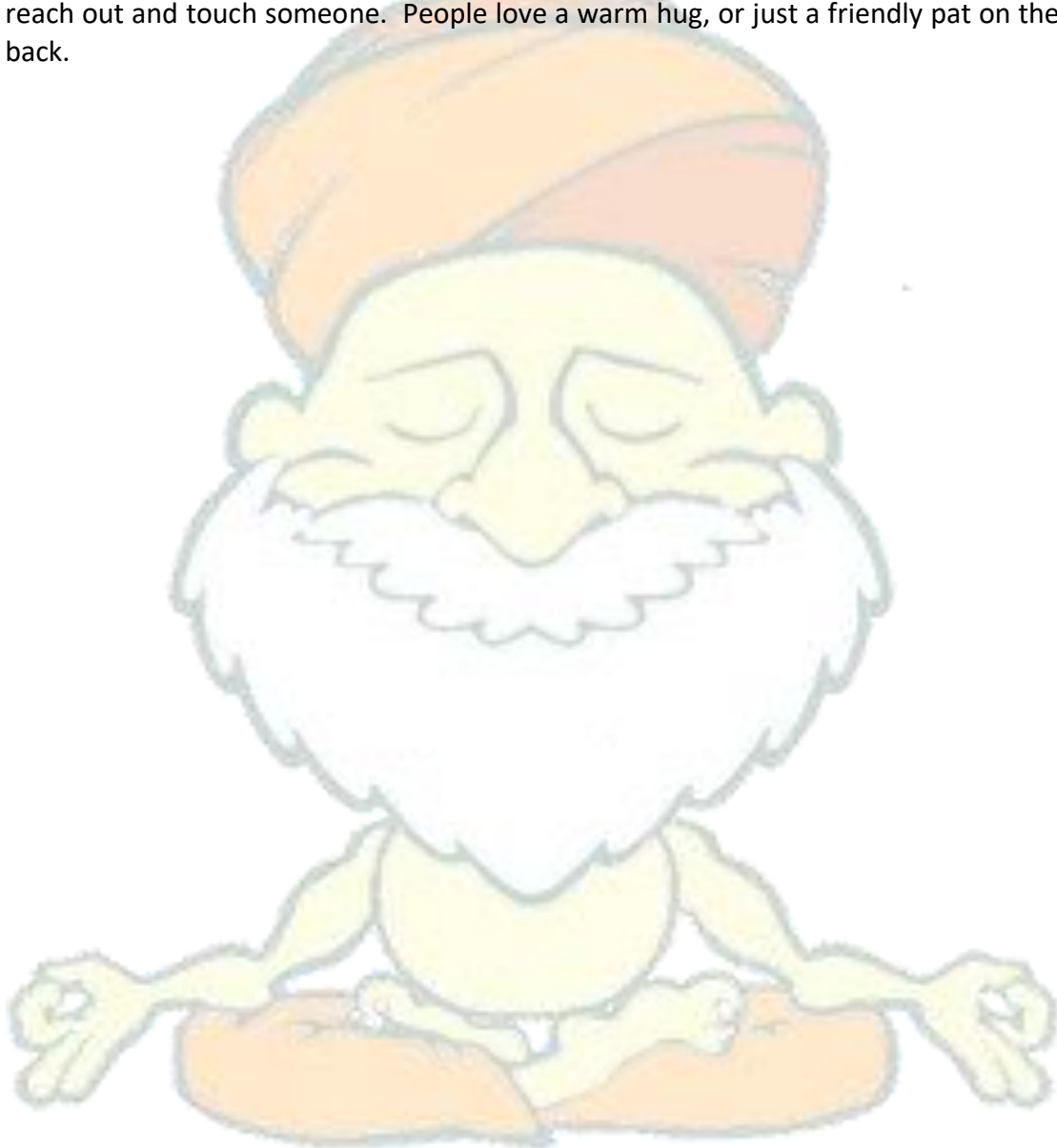
Body:

- “No act of kindness, no matter how small, is ever wasted” quote is from the famous story, the lion and the mouse wherein a small Mouse, caught by the Lion, is released rather than eaten, as a kindness.
- Later, the Mouse comes across the Lion, trapped in a net. The Mouse remembers the kindness done for him by the Lion, and chews through the ropes, freeing the Lion, and returning the kindness.
- The moral of the story is held that there is no one so lowly that they cannot be of some use, and that none should be scorned for their lowly position or life.
- That, in my opinion, still is true today. While most societies still have some forms of stratification, most people understand that kindness costs themselves little, and can be of great benefit to them when returned.
- Kindness can be contagious! Try smiling at someone who looks unhappy or upset and see what happens. It is simple and yet incredibly potent. A word in the right place. A smile at the right time. A simple selfless act can instantly change the dynamic of a situation and make someone else's day a better one.
- When you do something nice for someone who you could not ever imagine having the ability to help you, the feeling is quite liberating. You aren't thinking about how much to help, or what to do, weighing it against what they could do in return. You simply do what you can, and walk away.
- Whether it's putting enough change in the toll booth for the next few cars, or telling your server at the restaurant that you want to pay for someone else's bill, it's simply being kind. Those examples centred around money, but there are plenty of other ways to be kind to others.
- Imagine a world where a chain reaction of kindness was ongoing. Will it be better or worse than where we are today? Can you think of a single good

reason not to help someone, some way, today? Even if it's just a smile or a nod, acknowledging another person is a kindness too often lacking today.

Conclusion:

As Leo Buscaglia said “Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.” Hence Every day everyone should reach out and touch someone. People love a warm hug, or just a friendly pat on the back.



36. What sort of challenges will a civil servant face if he/she lacks emotional intelligence? Illustrate.

Approach:

Question is asking you to illustrate, such an answer should generally involve the use of many examples, such as tables, figures, graphs, or concrete research statistics and evidence.

Introduction:

"Anybody can become angry, that is easy; but to be angry with the right person, and to the right degree, and at the right time, and for the right purpose, and in the right way, that is not within everybody's power, that is not easy." —Aristotle. Emotional intelligence is the ability to sense, understand, and effectively apply the power and acumen of emotions as a source of human energy, information, connection, and influence. It is valuable in a multicultural society and has five main elements that are Self-awareness, Self-regulation, Motivation, Empathy and Social skills.

Body:

CHALLENGES WILL A CIVIL SERVANT FACE IF HE/SHE LACKS EMOTIONAL INTELLIGENCE

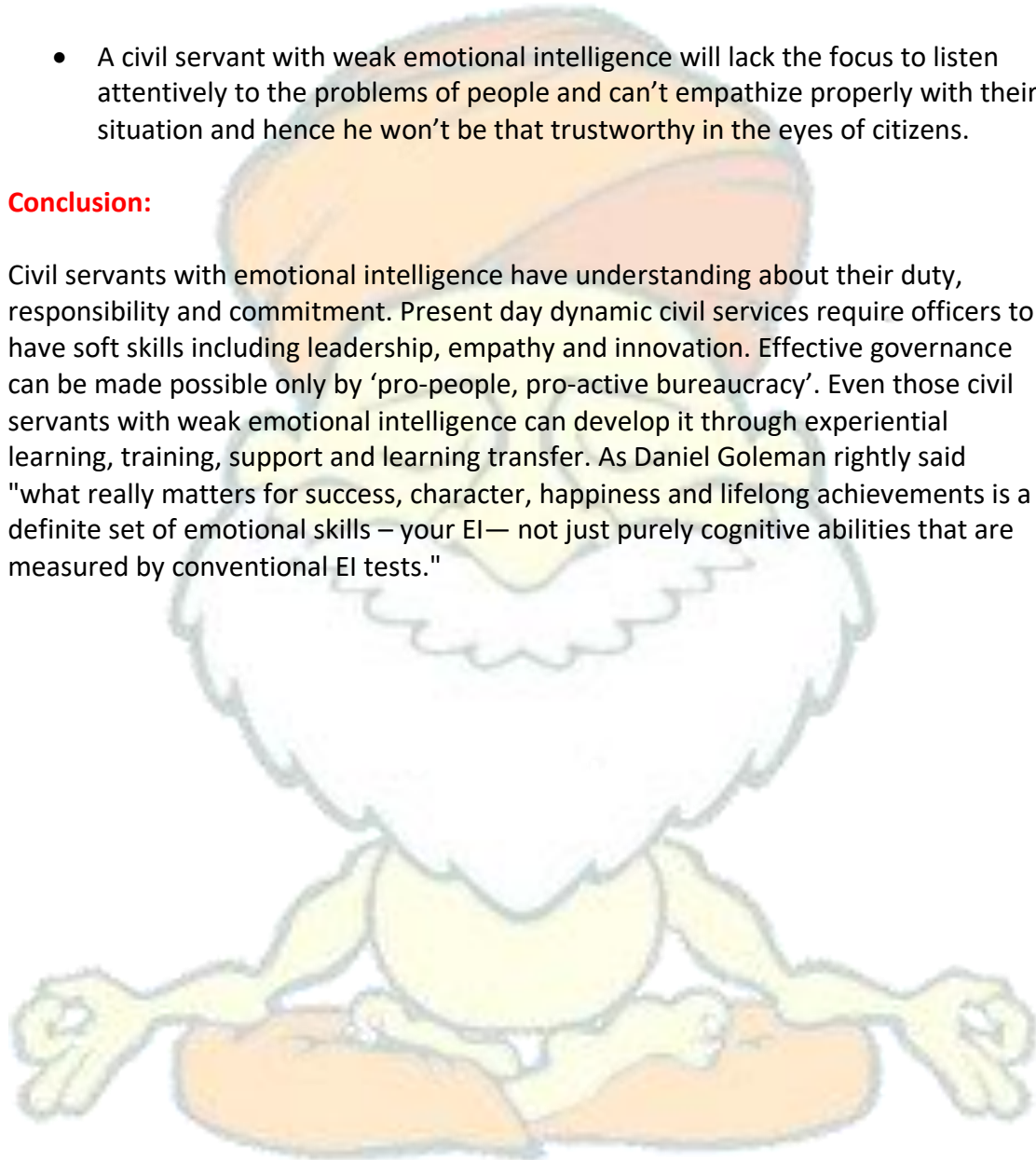
The most effective civil servants tend to exhibit a high degree of emotional intelligence as it is the single best predictor of performance in the workplace and the strongest driver of leadership and personal excellence. With the lack of emotional intelligence, the civil servants will face the following issues:

- A civil servant with weak EI will not be having a stable mind due to which he won't have a balanced family and work life and hence won't be able to contribute much to the system.
- A civil servant with weak emotional intelligence cannot reconcile the differences among co-workers or different factions of people and hence can't resolve problems in an effective manner.
- A civil servant with weak emotional intelligence will not try new things nor will he be able to take risks and will face new challenges with fear. Hence, he won't be able to find an innovative solution to different problems.
- A civil servant with weak emotional intelligence will negatively influence the working attitude of each employee and hence bring negative energy to the system.

- A civil servant with weak emotional intelligence will not be able to communicate policies in the best possible manner and hence he won't be flexible, empathetic and clear in expression.
- A civil servant with weak emotional intelligence will be unfair and partial during conflict of interests as he won't be aware of anyone's wants and hence his decision-making power will be affected as well.
- A civil servant with weak emotional intelligence will lack the focus to listen attentively to the problems of people and can't empathize properly with their situation and hence he won't be that trustworthy in the eyes of citizens.

Conclusion:

Civil servants with emotional intelligence have understanding about their duty, responsibility and commitment. Present day dynamic civil services require officers to have soft skills including leadership, empathy and innovation. Effective governance can be made possible only by 'pro-people, pro-active bureaucracy'. Even those civil servants with weak emotional intelligence can develop it through experiential learning, training, support and learning transfer. As Daniel Goleman rightly said "what really matters for success, character, happiness and lifelong achievements is a definite set of emotional skills – your EI— not just purely cognitive abilities that are measured by conventional EI tests."



37. Does emotional intelligence play a role in the design and delivery of various welfare schemes? Examine.

Approach:

The students have to simply write how emotional intelligence is critical for an administrator to maintain honesty while implementing various welfare schemes. The student is expected to write the role of emotional intelligence in administration and how it effectively maneuvers the administrator to stay upright and conscious of his duties.

Introduction:

Emotional Intelligence is the ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions towards personal growth. An emotionally intelligent administrator would understand the demand of the public, take stock of the people in distress or need and act effectively to resolve some of their issues while having a level-headed attitude throughout. With the kind of complexity involved in the service delivery due to exclusion and inclusion or the advent of technology, the civil servant is mandated to approach every situation with proper assessment and due diligence, therefore being emotionally intelligent is one of the important traits for him to have to advance and grow for the service of the nation.

Body:

The standards underpinning the new social work degree include requirements for practitioners to 'to develop and maintain effective working relationships; reflect on your own background experiences and practice that may have an impact on the relationship. Goleman's definition of Emotional Intelligence is the widest ranging, and most performance orientated, encompassing abilities beyond the specific processing of emotions including:

- self-awareness
- emotional resilience
- motivation/drivers
- empathy/sensitivity
- influence/rapport
- intuitive decisions
- conscientiousness.

In delivering the service to the general public, the ability of being emotionally intelligence attains prominent position for:

- Understanding the need of the public- From policy-making to target delivery the role of the administrator is paramount to look at the larger picture with utmost unbiasedness and no prejudices. Even then, he has to frame a policy with utmost care to make it inclusive as well as effective for the general public. For instance,

the government came up with PM-KISAN just when the growth of agriculture sector was low and there existed rural distress.

- **Effective Decision Making-** While delivering or implementing the welfare schemes there is resistance among a group of people or even political pressures, but how he effectively manages to curb all that stress to finally overcome and deliver success needs emotional intelligence.
- **Selection on the basis of Eligibility:** Targeting the right people is the utmost priority for a civil servant. Therefore being emotionally headstrong is fundamental to this idea as emotionally weak may succumb to pressure and therefore compromise his position.
- **Managing his team:** An emotionally intelligent administrator would be very effective in managing his team, understanding their demand, listening to their issues and comforting them in terms of need while remaining objective for overall performance in the service delivery. For instance, Abhishek Pallava IPS Officer in Naxal hit area has a very strong team with him which has achieved tremendous success in the respective region. Even the officials of his department reach out to him when in need to effectively come out of their problems. This overall, improves their functioning in service delivery in the area.
- **Strong Motivation-** With good emotional intelligence, the administrator can bring changes in the behaviour, persuade public to adhere to certain rules and regulations for smooth delivery of the any service in the area. For instance, with good emotional intelligence, the administrator can motivate people to use toilets more-often within their homes rather than defecating in the open, this would improve the health and cleanliness of the whole region.
- **Positive affect** is associated with a range of mental capacities that have a direct impact on judgement and decision making. These include: expanded and creative thinking; ability to link between different sources and types of information or ideas; better elaboration about information; greater flexibility in negotiation situations; improved diagnostic/assessment ability.

Conclusion:

Understanding and handling one's own and others' emotions is a critical aspect at every stage of the service delivery task: engagement, assessment, observation, decision making, planning and intervention. It is also an essential skill for administrator who need to 'develop and maintain a practice which is self aware and critically reflective. Emotional intelligence or competence is also pivotal to gaining the co-operation of other colleagues and services on which civil servants depend to achieve their outcomes, and to surviving and thriving in a very tough occupation. It seems ironical in a profession so steeped in relationship-based theories that such arguments need to be re-stated. But the place of relationships and emotion in civil service is in danger of becoming increasingly marginalized. If it takes the concept of Emotionally Intelligent, despite its limitations, to refresh and re-engage with emotion as a central concern in the service delivery field, then this can only be beneficial.

38. What do you understand by emotional self-awareness? Why is it important? Explain.

Approach

A straightforward question where in the candidate needs to showcase his/her understanding of emotional self-awareness in the first part and also explain its importance in the second part of the answer.

Introduction

Emotional Self-Awareness is the capacity to tune into our own feelings, sense inner signals, and recognize how our feelings affect us and our performance. It is an important skill for leadership at any level, as well as many aspects of life.

Body

- Emotional Intelligence (EI) are the emotional capabilities, studied and described by Daniel Goleman as the capacity we all have to lead our relationships and ourselves. EI consists of four essential capabilities: self-awareness, self-management, social awareness and social skills.
- Self-awareness is the art of going deep inside of yourself to get to know your own desires and motivations. It is composed of emotional self-awareness, accurate self-assessment and self-confidence.
- The purpose of developing Emotional Self-Awareness is that it allows us to understand how our bodily sensations and our emotions impact ourselves, others, and our environment. Without Emotional Self-Awareness, it is difficult to become proficient in and consistently use the other Emotional and Social Intelligence Competencies.

Emotional Self-Awareness, which is the least visible of the Emotional Intelligence competencies, has a surprising role as the foundation for the others, research has revealed. In this regard, its importance can be gauged from the following points –

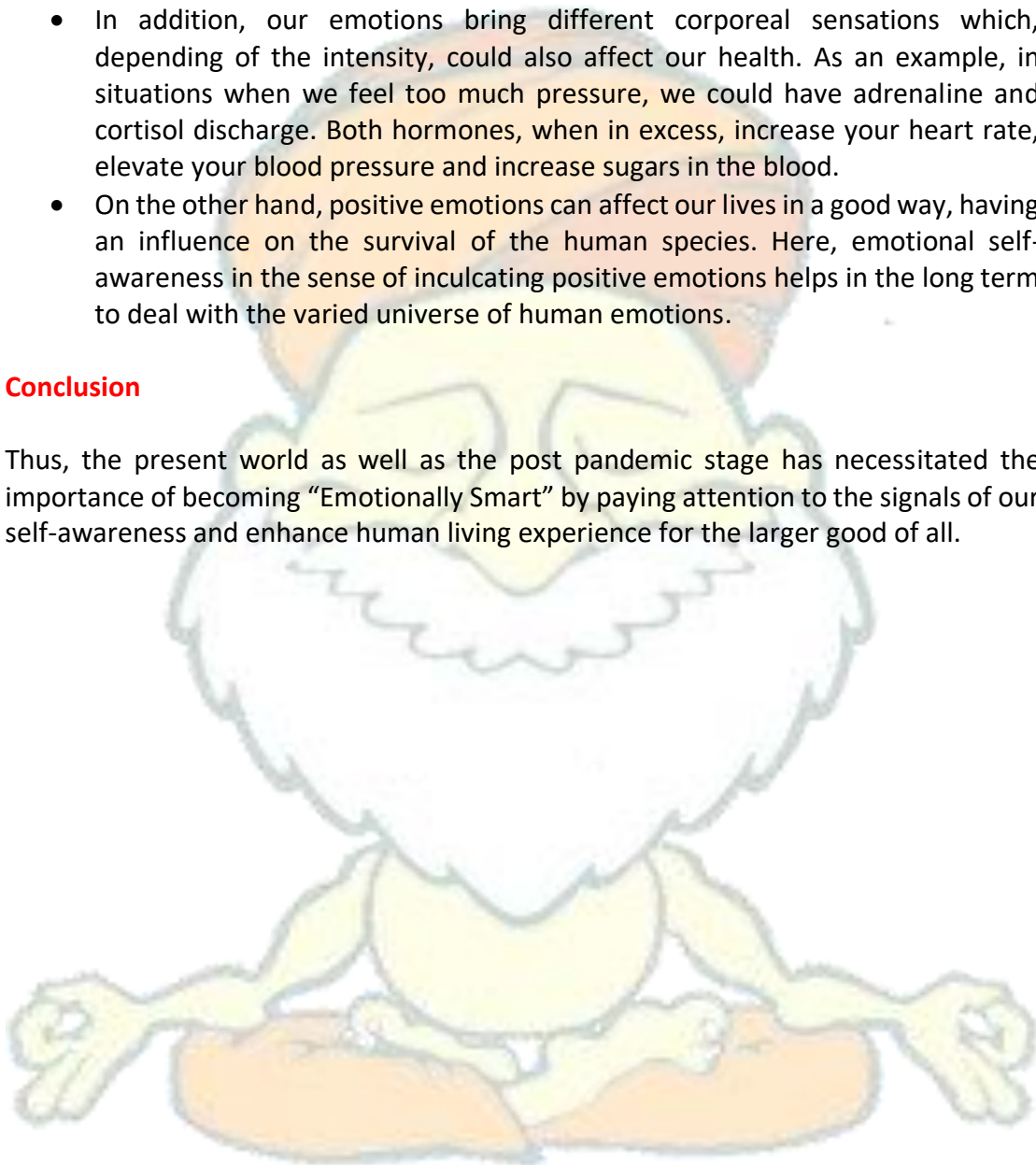
- People strong in Emotional Self-Awareness typically demonstrate 10 or more of the 12 competencies. This, in turn, lets them make frequent use of positive leadership styles, which results in the best working climates for their teams.
- On the other hand, those low in Emotional Self-Awareness tend to show strengths in only one or so of the competencies—and their leadership and team climate suffer accordingly.
- Emotional Self-Awareness isn't something that you achieve once and then you're done with it. Rather, every moment is an opportunity to either be self-aware or not. It is a continual endeavour, a conscious choice to be self-aware.
- It is common knowledge that no one is self-sufficient, we all rely on others from the day we are born until the end. In this sense, living in society, the way

we behave and react influence not only our lives, but also the people around us and our environment.

- The purpose of developing emotional self-awareness is that it allows us to understand how we could regulate or control our emotions, preventing impulsivity, which could damage our image and relationships. Impulsive behaviour is the process of acting without reflecting upon the consequences and being emotionally driven.
- In addition, our emotions bring different corporeal sensations which, depending of the intensity, could also affect our health. As an example, in situations when we feel too much pressure, we could have adrenaline and cortisol discharge. Both hormones, when in excess, increase your heart rate, elevate your blood pressure and increase sugars in the blood.
- On the other hand, positive emotions can affect our lives in a good way, having an influence on the survival of the human species. Here, emotional self-awareness in the sense of inculcating positive emotions helps in the long term to deal with the varied universe of human emotions.

Conclusion

Thus, the present world as well as the post pandemic stage has necessitated the importance of becoming “Emotionally Smart” by paying attention to the signals of our self-awareness and enhance human living experience for the larger good of all.



39. How does emotional intelligence help in negotiations? Explain with the help of suitable examples.

Approach

Candidates are expected first define emotional intelligence and then explain how emotional intelligence helps in negotiations with suitable examples.

Introduction

Emotional Intelligence is the ability to “Recognize, understand and manage our own emotions Recognize, understand and influence the emotions of others In practical terms, this means being aware that emotions can drive our behaviour and impact people (positively and negatively), and learning how to manage those emotions both our own and others .

Body

Emotional intelligence useful for negotiation:

- Negotiators high in Emotional Intelligence, have many abilities that assist them in creating joint value for all parties involved in the deal. For example former IAS officer O P Chaudhary in establishing an Education City in Dantewada district, Chattisgarh was made possible only by winning the confidence of the tribals with ability if negotiations.
- Competitive bargaining in a negotiation, where one side gains at the cost of the other, is only half of the story. Effective negotiating also depends on the ability to ensure that other parties’ interests are also met.
- Leaders should be able to adapting to changing circumstances in their workplaces. For example if a teammate leaves, an emotionally intelligent leader will try to find a suitable replacement and know how to keep his team motivated. Ability to understand and manage their emotions and of those around them help emotionally intelligent leaders to navigate through difficult circumstances.
- People high in EI are fully aware of their natural response to ‘tension.’ Thereby, they are more open to cope with and even adapt to such situations. This allows them to think objectively about how to achieve their goals in the negotiation. For examples Bureaucrats need to know emotions, moods and drives of persons with whom they are negotiating targeted for better acquaintance with the nature of problems in society and their possible solutions.
- By creating a positive negotiating atmosphere, a negotiator high in EI is likely to get better results. In addition, by understanding subtle cues and observing counterpart’s reaction, they would be able to determine the optimal offer necessary to satisfy the counterpart. For example Whether you’re dealing with a trading partner, competitor, customer or colleague, being able to empathise and be creative in finding win-win solutions will consistently pay off.

- Person lacks EI often is misunderstood it's hard to understand how you come across to others. You feel misunderstood because you don't deliver your message in a way that people can understand this snap relationship and hamper negotiation process with people and team. For example recent farmer protest and rallies highlights the inadequate negotiation with farmer this affects the trust towards system and working of bureaucracy.
- Maintaining composure and a positive problem-solving attitude benefits the creation of joint objective value. Another component of EI, that is, regulating ones' emotions, also facilitates the negotiation process. For example NSA chief Ajit doval is known for negotiation for insurgency handling in northeast area. Therefore, EI helps a civil servant to deal effectively with unreasonable people.

Conclusion

The value and benefits of emotional intelligence are vast in terms of personal and professional success. It is a core competency in many vocations, can support the advancement towards academic and professional success, improve relationships, and boost negotiation skills, the list goes on.



41. What are your views on the idea of domicile-based reservation in private jobs? Substantiate your views.

Approach- Candidate is required to give context of the question and then provide the constitutional argument and supreme court judgements on the same. Citing some global examples answer can be concluded with the future of workforce in globalised world.

Introduction

The Haryana State Employment of Local Candidates Act, 2021 provides for reservation for a local candidate, which has been defined under the law as someone “domiciled in State of Haryana”. Under the law, every employer is required to employ 75% local candidates for posts where the gross monthly salary is not more than ₹50,000.

Body

What constitution says?

- Article 16(2) states that “no citizen shall, on grounds only of religion, race, caste, sex, descent, place of birth, residence or any of them, be ineligible for, or discriminated against in respect or, any employment or office under the State”.
- However, Article 16(3) of the Constitution provides an exception by saying that Parliament may make a law “prescribing” a requirement of residence for jobs in a particular state. This power vests solely in the Parliament, not state legislatures.

Is domicile based reservation justified?

- When the Constitution came into force, India turned itself into one nation from a geographical unit of individual principalities and the idea of the universality of Indian citizenship took root.
- India has common citizenship, which gives citizens the liberty to move around freely in any part of the country, the requirement of a place of birth or residence cannot be qualifications for granting employment in any state.
- Equality enshrined in the Constitution is not mathematical equality and does not mean all citizens will be treated alike without any distinction. To this effect, the Constitution underlines two distinct aspects which together form the essence of equality law non-discrimination among equals, and affirmative action to equalise the un equals.
- While issue of domicile based reservation in public employment is widely discussed, and as a state instrument can be used for public welfare. But the private sector is highly competitive and in a global emerging market this step stands regressive.
- India in past protested against the same law, which makes it mandatory for firms to employ locals in Kuwait. This led to massive job loss for Indians. If we

apply the same logic, state has to make sure that meritocracy be basis of any private job, and not the privilege of being born in particular state.

- We live in highly integrated world. Free flow of goods, services and labour forms basis of future. With this step we might be closing our gates to new talent and innovative ideas.

What is the view of supreme court?

- The Supreme Court has ruled against reservation based on place of birth or residence. In 1984, ruling in Dr Pradeep Jain v Union of India, the issue of legislation for “sons of the soil” was discussed. The court expressed an opinion that such policies would be unconstitutional but did not expressly rule on it as the case was on different aspects of the right to equality.
- In a subsequent ruling in Sunanda Reddy v State of Andhra Pradesh (1995), the Supreme Court affirmed the observation in Pradeep Jain to strike down a state government policy that gave 5% extra weightage to candidates who had studied with Telugu as the medium of instruction.
- Some of the States are adopting ‘sons of the soil’ policies prescribing reservation or preference based on domicile or residence requirement for employment or appointment...Prima facie this would seem to be constitutionally impermissible, said the court.
- Though the argument presented is in relation to public employment, the same logic can be applied to private sector. Private sector is strength of our emerging economy, these reservations will ultimately limit the options and is against the fundamental rights.

Conclusion

India has one of the largest working population in the world. The demographic dividend India enjoys, if not utilised well will turn into disaster. In the chronic unemployment scenario we have to create an environment of competent, skilled and secure employment opportunities. India as integrated market will emerge only when we address this inward looking attitude. Indian Citizen from any corner of country enjoys fundamental right of equality and shall not be deprived of opportunities at any level.

41. Discuss the contribution of Sufi and Bhakti movements in the philosophical awakening of the masses.

Approach- Question is straight forward. Student can give account of bhakti and sufi movements from medieval times and their impact on masses in the spiritual awakening.

Introduction

In medieval period, we see intense devotion or love of God of various kinds of bhakti and Sufi movements that have evolved since the eighth century. The idea of bhakti became so popular that even Buddhists and Jain adopted these beliefs.

Body

Bhakti movement

- Bhakti was accepted as a means to attain moksha along with jnana and karma. The development of this cult took place in South India when the Nayanars and Alvars moved against the austerities propagated by the Buddhist and Jain schools and professed that ultimate devotion to god was the means to salvation.
- People were no longer satisfied with a religion which emphasized only ceremonies. The cult is the combined result of the teachings of various saints, through the then times.
- Each of them had their own views, but the ultimate basis of the cult was a general awakening against useless religious practices and unnecessary strictness. The cult also emerged as a strong platform against casteism.

Some of the important leaders of bhakti movement

- Namadeva and Ramananda (Maharashtra and Allahabad) – Both of them taught the concept of bhakti to all the four varnas and disregarded the ban on people of different castes cooking together and sharing meals.
- Sankara and Ramanuja – The propounders of Advaita (non-duality) and vishishta adwaitha (qualified non-duality)
- Vallabhacharya – propounder of shuddha adwaitha or pure non-duality.
- Chaitanya (Bengal) – relied on the use of music, dance and bhajans to get in touch with God.
- Kabir – was a disciple of Ramananda, and was raised by a Muslim weaver. He stood for doing away with all the unnecessary customs and rituals in both religions and bringing union between these religions.
- Nimbakacharya – founder of the Radha-Krishna cult. He expressed this relation to substantiate the importance of marriage.
- In South India 7th to 9th centuries saw the emergence of new religious movements, led by the Nayanars (saints devoted to Shiva) and Alvars (saints devoted to Vishnu) who came from all castes including those considered “untouchable” like the Pulaiyar and the Panars.

Sufi movement

- In the early centuries of Islam a group of religious minded people called sufis turned to asceticism and mysticism in protest against the growing materialism of the Caliphate as a religious and political institution. They were critical of the dogmatic definitions and scholastic methods of interpreting the Qur'an and sunna (traditions of the Prophet) adopted by theologians.
- Instead, they laid emphasis on seeking salvation through intense devotion and love for God by following His commands.
- By the eleventh century Sufism evolved into a well developed movement with a body of literature on Quranic studies and sufi practices.
- Of the groups of sufis who migrated to India in the late twelfth century, the Chishtis were the most influential. This was because they adapted successfully to the local environment and adopted several features of Indian devotional traditions.
- Shaikh Muinuddin Sijzi, Khwaja Qutbuddin Bakhtiyar Kaki, Shaikh Nizamuddin Auliya are some of the prominent sufi saints.
- Pilgrimage, called ziyarat, to tombs of sufi saints is prevalent all over the Muslim world. This practice is an occasion for seeking the sufi's spiritual grace (barakat).

Spiritual awakening

- Shankaraharya, from Kerala in the 8th century, was an advocate of Advaita or the doctrine of the oneness of the individual soul and the Supreme God which is the Ultimate Reality.
- Basavanna's virshaivism movement began in Karnataka in the 12th century which argued for the equality of all human beings and against Brahmanical ideas about caste and the treatment of women.
- From Maharashtra Janeshwar, Namdev, Eknath and Tukaram as well as women like Sakkubai and the family of Chokhamela, who belonged to the "untouchable" Mahar caste. This regional tradition of bhakti focused on the Vitthala (a form of Vishnu) temple in Pandharpur, as well as on the notion of a personal god residing in the hearts of all people.
- For baba guru nanak the message is spelt out in his hymns and teachings. These suggest that he advocated a form of nirguna bhakti. He firmly repudiated the external practices of the religions he saw around him. He rejected sacrifices, ritual baths, image worship, austerities and the scriptures of both Hindus and Muslims.
- From the tradition and hierarchy ridden society this message of unity in diversity gave new impetus to the lower castes and a new form of awakening took place against the redundant traditions.

Conclusion

Bhakti and sufi movements gave rise to new Indian consciousness. Indian society became spiritually awakened with the new philosophical ideas instilling new sense of identity among lower castes seeking spiritual salvation and philosophical awakening.

42. Why is Rumi, the 13th century poet so famous? Can you discuss some of ideas and philosophies about life and love?

Approach:

Question is asking you to discuss, it requires you to write a debate where one has to use your skill at reasoning, backed up by deliberately selected evidence to make a case for and against an argument.

Introduction:

Rumi was 37, a traditional Muslim preacher and scholar, as his father and grandfather had been, He was this compelling figure in all cultures whose tomb draws reverent followers and heads of state each year for a whirling dervish ceremony on 17 December, the anniversary of his death.

Body:

RUMI'S IDEAS AND PHILOSOPHIES ABOUT LIFE AND LOVE

- Rumi believed passionately in the use of music, poetry and dance as a path to reach God. It was from these ideas that the practice of whirling dervishes developed into a ritual form.
- Rumi believed that all lives were sacred: Taa'shif nifaak b'astz sang (Even a seemingly lifeless stone has a degree of consciousness; respect it).
- He believed that all religions are only one religion. because all praises are directed towards God's Light.
- He believed in THE SILENCE OF LOVE and that Love is the astrolabe of God's mysteries. A lover may hanker after this love or that love, but at the last he is drawn to the KING of Love. However, much we describe and explain Love, when we fall in love, we are ashamed of our words. Explanation by the tongue makes most things clear, But Love unexplained is better.
- Rumi was a jurist and religion teacher until the age of 37, when he met a wandering dervish named Shams Tabrizi. He soon became Rumi's spiritual mentor and intimate friend and eventually changed the course of his life.
- Rumi's poetry is a series of mystical experiences – a reflection on nature's beauty, a song, a dance, an idea, a feeling... anything that makes us human, everything we're able to see with our eyes open or shut. Below you will find a lot of Rumi love quotes that prove how spiritual and intense his poems are.
- Rumi's work continues to resonate and today, his tomb draws dervish followers and heads of state each year for a ceremony that marks the anniversary of his death.
- He is among the poets that show us the importance of every experience, be it good or bad.

Conclusion:

Rumi is a very mysterious and provocative poet and figure for our time, as we grapple with understanding the Sufi tradition and understanding the nature of ecstasy and devotion and the power of poetry. As new translations come into print, and his work continues to resonate, Rumi's influence will continue. His inspiring words remind us how poetry can be a sustaining part of everyday life.



43. “Education is the ability to listen to almost anything without losing your temper or your self-confidence.” Comment on this quote of Robert Frost.

Approach:

Question is straight forward in its approach, students are expected to explain the meaning of the quote in introduction then explain the quote using relevant examples.

Introduction:

The given statement emphasizes on the essence of education that it cultivates spirit of tolerance and boost self confidence. Education provides ability to take criticisms in a constructive manner. A well educated person develops a temperament of critical thinking and knows how to deal with success and failure properly. As such, an educated person, when confronted with conflicting views, will not lose temper. He/she will rather try to analyse others' views, try to learn from others; and thereafter come up with an appropriate response/strategy. Also, an educated person doesn't lose self-confidence easily, for he/she is aware of own limits and is confident of own abilities. ‘Voltaire’ says that i don't agree with you but I respect your right to disagree with me . To make this statement his education could be inclusive, diverse, tolerant.

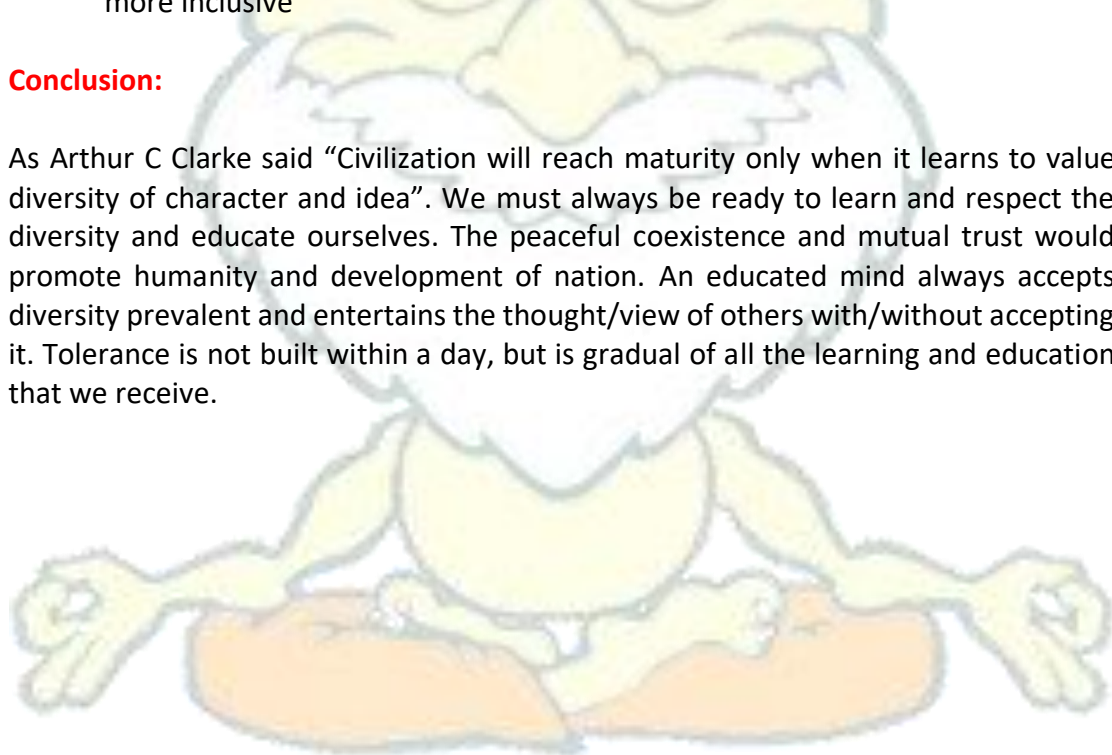
Body:

- Education is manifestation of perfection already in men so a Person it helps person to make his mind strong, educated mind listen to all without any reaction. In the diverse country like India, Civil servants must possess ability to deal with diverse interests, political pressures and criticisms. Such ability can be cultivated through proper education. Issue of corruption among government officials is also a manifestation of lack of self confidence and character building ability of present status of education system.
- For example, Pame Armstrong, IAS wanted to build a road in Tamenglong, Manipur out of empathy for the local people. He tried to get it done through State projects but he faced hindrances. Later, he took to crowd-financing and built it, by mobilizing the public for the cause, without Government financing. His confidence, empathy and patience emanate from his education.
- Peace and Harmony can be brought only if we have tolerance in the society. Different culture and different ideas lead towards higher development goals. For example- American society is an amalgamation of different views, religions, culture and rights of individual freedom and thereby it has achieved a position of being a global destination. Whereas an intolerance to others may lead to downfall as happened with Myanmar at international forum.
- Mahatma Gandhi showed tolerance towards the agitated public when he withdrew non cooperation movement because he had true education of Freedom and how to achieve it. He had differences of opinion with Ambedkar, Subhas chandra Bose but have never show or spoken anything intolerant.

- Education in form of awareness , information related to health and hygiene helped in behavioural change among the society towards building toilets in houses who were earlier resisting to such changes citing religious reasons.
- As it is said "mind once enlightened can not go dark again". Such enlightenment can only be achieved through proper value education and concept based learning. Dr APJ Abdul Kalam also emphasized the importance of value education in his quote "Real education enhances the dignity of a human being and increases his or her self-respect. If only the real sense of education could be realized by each individual and carried forward in every field of human activity, the world will be so much a better place to live in." meaning importance of education in overall development of human beings which includes respect, tolerance and dignity of individual.
- A well educated person develops a temperament of critical thinking and knows how to deal with success and failure properly. eg. Mahatma Gandhi was imprisoned several times and also accused by many communities as being anti - Hindu, still he continued to work for independence and upliftment of all sections of society.
- In present times, where there is intolerance over religious ,castes, racial issues etc education holds key importance to make the society more tolerant and more inclusive

Conclusion:

As Arthur C Clarke said "Civilization will reach maturity only when it learns to value diversity of character and idea". We must always be ready to learn and respect the diversity and educate ourselves. The peaceful coexistence and mutual trust would promote humanity and development of nation. An educated mind always accepts diversity prevalent and entertains the thought/view of others with/without accepting it. Tolerance is not built within a day, but is gradual of all the learning and education that we receive.



44. Truth can be stated in a thousand different ways, yet each one can be true. Elucidate.

Approach

The candidate needs to dwell upon the given statement and bring out its meaning through the help of different examples, which makes the understanding of 'Truth' more substantial.

Introduction

The above quote by Swami Vivekananda clearly demonstrates the nature of 'Truth' and the ideal way of understanding it in human society where in the present polarised times, truth can be seen from different perspectives which would help in healing the society.

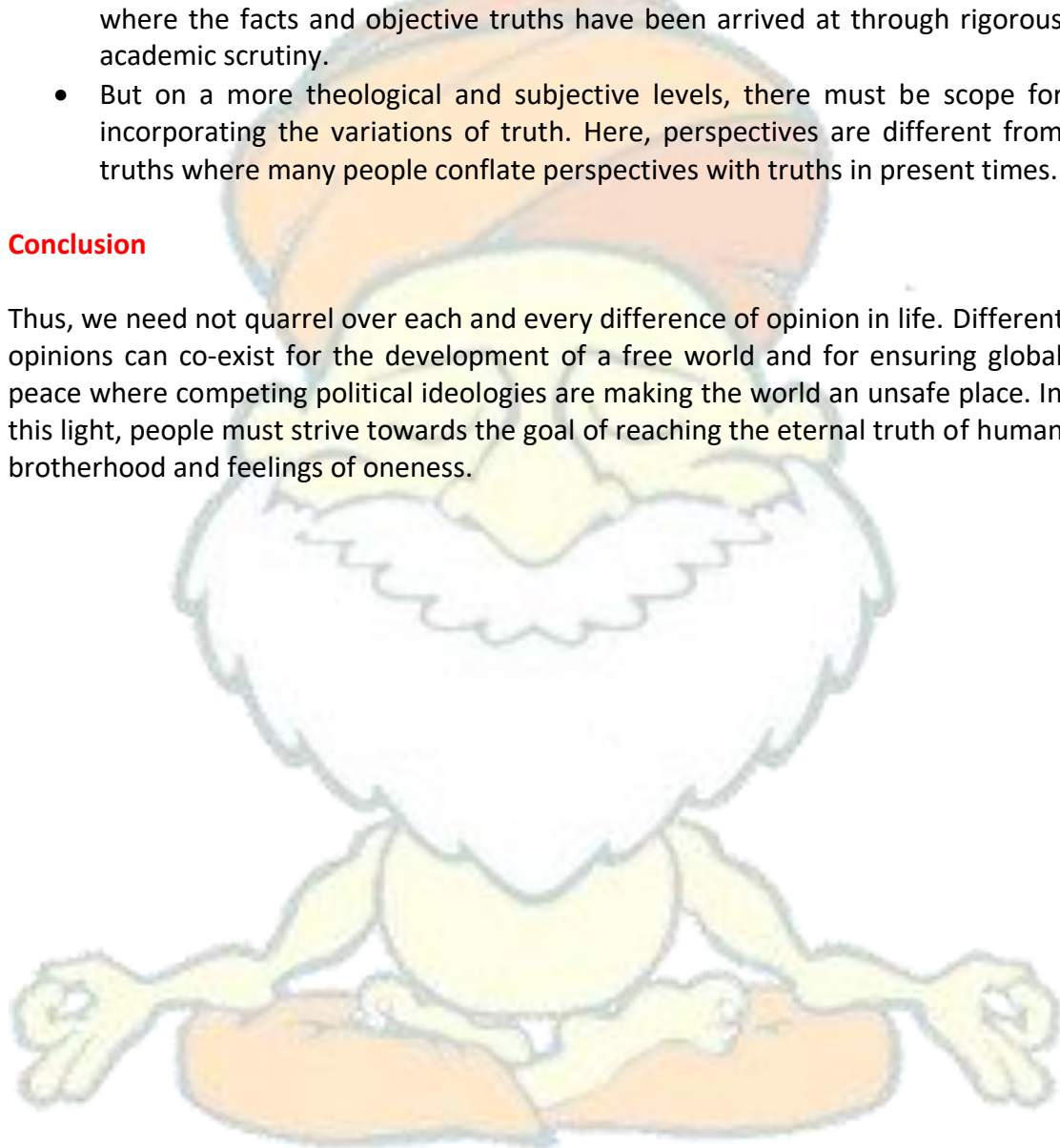
Body

- Truth is multi-faceted. Truth remains true from the point of view of an observer but may be seemingly false from other's point of view. There has been a perpetual fight of perspectives and will always be as long as truth is concerned. There is no black or white but shades of grey.
- Proclaiming something as one absolute truth would be a recipe for disaster in matters where the outcomes can be subjective or unknown to humans. Here, Swami Vivekananda emphasized that truth can have different perspectives.
- In this light, the Rig Veda states, 'E-kam sad viprah bahudha vadanti' i.e. the truth is one but is called by many names. Thus, it brings home the point that we need not quarrel over each and every difference of opinion in life. Different opinions must co-exist for the sake of a free world.
- Further, this is the basis for development of Indian way of thinking where all religions are considered as true and rightful approach to reach the almighty. Thus, theological discussions can go a long way in present times, if everyone considers the above approach.
- Also, each religion teaches its followers to be truthful and non-violent. However, the ways of saying the same is different for different religions.
- Leaders can't lead without followers and unfortunately, some of the most passionate ideas die an early death because the leader is ineffective. To be able to take people along, inspire them with your vision, you need to know that there are a thousand sides to the same story.
- This is even true for leaders in corporate sector, where if you can't respect the diversity in your teams, you cannot establish a culture of tolerance and respect which could hamper improved performance by the team.
- What other person is saying may seem us to be false but when seen from his/her perspective can be true. Understanding this would help us solve issues in amicable ways. It helps us not be prejudiced against others' opinions.

- Understanding the other side of the story and other faces of a situation/practice/thought is required before reaching to any conclusion.
- At the same time, it is important to understand that objective truths have no place for variations under the present discussions where the scientific truths are an example. The Earth is round and not flat is an objective truth, such facts can't be under scrutiny through the argument of different perspectives.
- In the present age of fake news, such a differentiation becomes important to understand where facts and objective truths need to be upheld at all costs, where the facts and objective truths have been arrived at through rigorous academic scrutiny.
- But on a more theological and subjective levels, there must be scope for incorporating the variations of truth. Here, perspectives are different from truths where many people conflate perspectives with truths in present times.

Conclusion

Thus, we need not quarrel over each and every difference of opinion in life. Different opinions can co-exist for the development of a free world and for ensuring global peace where competing political ideologies are making the world an unsafe place. In this light, people must strive towards the goal of reaching the eternal truth of human brotherhood and feelings of oneness.



45. What is your view on the following quote by Venkataraman Ramakrishnan: We are all human beings, and our nationality is simply an accident of birth.

Approach:

Candidates are expected to provide the context of the quote and explain the quote by Venkataraman Ramakrishna. And then express the personal view on the quote.

Introduction

Just when Nobel laureate Venkataraman Ramakrishnan flooded with goodwill emails from India on winning Nobel prize and many were taking pride of him being a Indian origin. He said "We are all human beings, and our nationality is simply an accident of birth," it doesn't matter much as per Venkataraman on belonging to particular country.

Body

Nationality is not simply with accident of birth:

- Birth is not just a random momentary thing. It involves your parents. And they already had a nationality too.
- Nationality is a shared group identity in the significance of a geographical and sometimes demographic region seeking independence for its culture and/or ethnicity that holds that group together. This can be expressed as a belief or political ideology that involves an individual identifying with or becoming attached to one's nation.
- With identity of nationality the feelings of the high and low and casteism are banished from the minds of the people, and social unity is achieved. The nationalist leaders make the people understand with full force that our nation can progress and can have a prestigious place in the world only, when all disparities are removed.
- Nationality transforms into the nationalism. Nationalism as a ideology built on feeling of togetherness and belongingness of community but try to exclude those who are different from them. It has characteristics of heterogeneity whereas humanity is based on homogenous characteristics and try to be more inclusive rather than exclusive.

Nationality brings people together with the same mindset. Whereas humanism bring everyone to live together with or without the same mindset:

- Economically, nationality may give everyone equal rights to trade, practice profession or work, etc. Humanism is about fulfilling basic needs of an individual.
- India, as the birthplace of the Vasudhaiva Kutumbakam ideal and long-honored for its multiplicity of wisdom traditions and paths, is primed to become a model to lead a way out of this crisis. It is thus imperative that moral, spiritual and civil leaders work together to articulate universal ethical

principles and values that can form the basis for social cohesion, shared agreements and lasting peace.

- Environmentally, nationalism and nationality cares about the environment related issues in their nation. They don't care about the environmental issues of other countries. Humanism cares about the environment at global level. They know that humans can exist only at those places where environment is proper to live and carry out other activities. For example Brazilian President Jair Bolsonaro was criticised by all conservationist cross the world.
- Adherence to human values and humanity such as love and compassion is required in today's world which is affected by many nationality based conflicts such as civil wars, refugee crises and terrorism.
- It is with humanity and human values that one becomes truly able to put into practice his/her ethical values, such as justice, integrity, refusal of violence and ban to kill even in a crisis situation.
- Humanity convey a positive and affective surge, which reinforces the rationale of moral values. Humanity is value that permit us to live together in harmony and personally contribute to peace. Human values are a tool to manage human relations and a tool for peace when the tension is high.
- National citizenship is an accident of birth; global citizenship is different. It is a voluntary association with a concept that signifies "ways of thinking and living within multiple cross-cutting communities cities, regions, states, nations, and international collectives.
- It generates Cultural of empathy helps people see questions from multiple perspectives and move deftly among cultures sometimes navigating their own multiple cultural identities, sometimes moving out to experience unfamiliar cultures.
- When forces of Nationality and Patriotism try to take the front seat, there is a kind of hostility, protectionist feelings generated among the people of different countries. Therefore, Humanity should be always at a higher pedestal than other such values.

Conclusion

Since ancient times, the spirit of Vasudhaiva Kutumbakam, the world is one family, has stood as an ideal of Indian civilization. This inclusive and compassionate spirituality recognizes that "the truth is one, sages call it variously"; this has allowed for groundbreaking advances in philosophical inquiry and civilizational advances throughout world history.

46. Why is it important to have a value driven bureaucracy? Explain.**Approach**

Candidates are expected to write about what is bureaucracy and value driven bureaucracy. Then mainly explain the importance of the value driven bureaucracy.

Introduction

Max Weber, defines bureaucracy as a highly structured, formalised, and also an impersonal organisation. He also instituted the belief that an organisation must have a defined hierarchical structure and clear rules, regulations, and lines of authority which govern it.

Body

Value driven bureaucracy –

- Values-driven bureaucracy lead from a deep sense of purpose and a demonstrated commitment to life-affirming values, such as honesty, integrity, excellence, courage, humility, trust, care for people and social and environmental responsibility.
- This can be observed in the civil service conduct rules 1965 in India. For promoting political neutrality, promoting the principles of merit, fairness and impartiality in the discharge of duties, accountability and transparency.

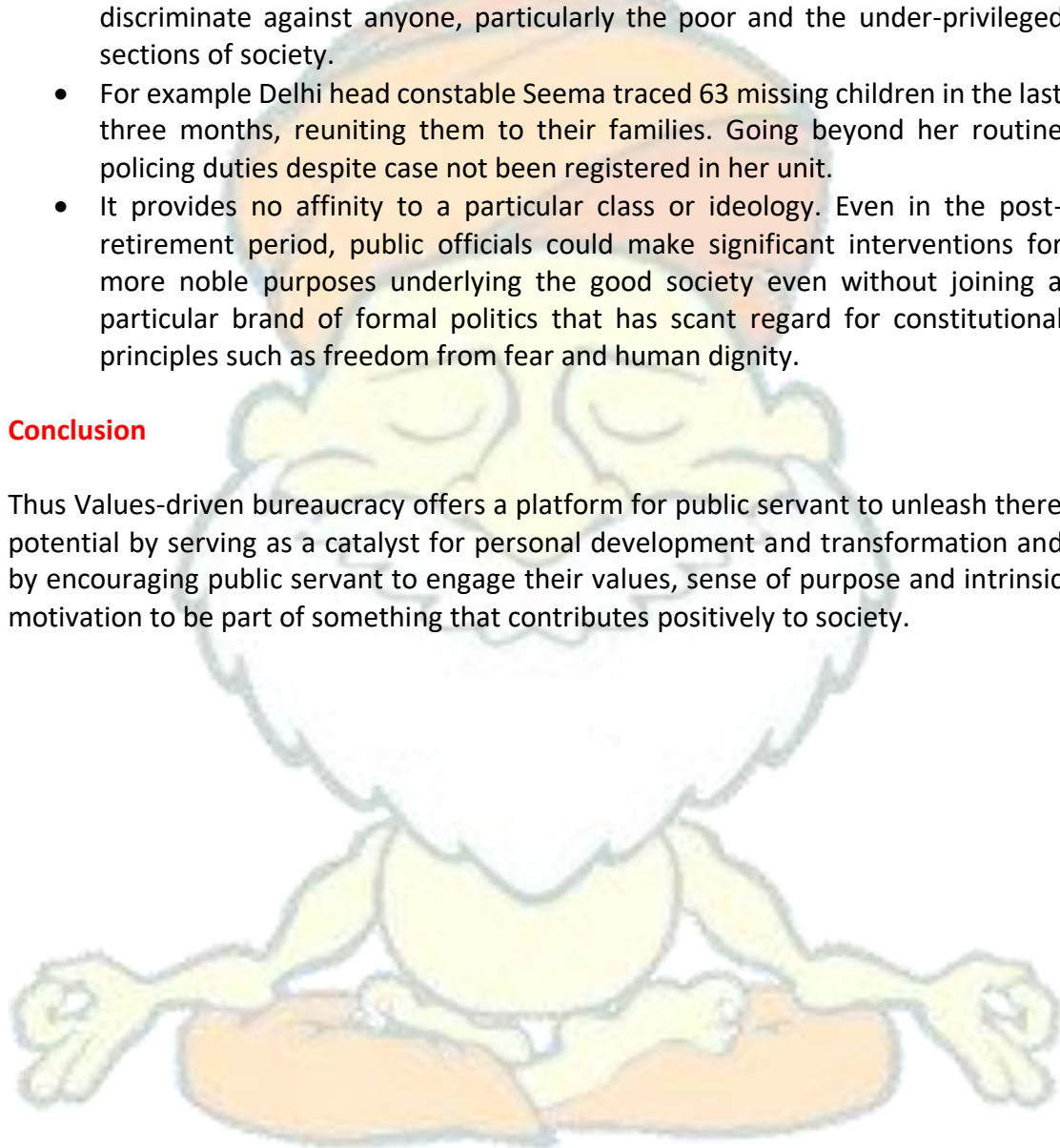
Importance of the value driven bureaucracy –

- Value driven officers of civil services maintains confidentiality of information in relation to one's duties as required by existing laws and rules. It presents cognitive list of "do's and don'ts" include being responsive to the public particularly to the weaker sections being courteous and maintain good behaviour with the public.
- It stresses on "minimum government and maximum governance", besides making the administration more people friendly and more transparent. It creates clean and deft administration, besides efficient delivery of state services through a toned bureaucracy.
- Such bureaucracy commit themselves to and uphold the supremacy of the Constitution and democratic values, defend and uphold the sovereignty and integrity of India, the security of state, public order, decency and morality.
- Value driven Bureaucrats maintain integrity in public service take decisions solely in public interest and use or cause to use public resources efficiently, effectively and economically declare any private interests relating to his public duties and take steps to resolve any conflicts in a way that protects the public interest.

- It mandate officials not to place themselves under any financial or other obligations to any individual or organisation which may influence him in the performance of his official duties not misuse his position as civil servant and not take decisions in order to derive financial or material benefits for himself, his family or his friends. It refrain them from doing anything which is or may be contrary to any law, rules, regulations and established practices.
- Value driven officials make choices, take decisions and make recommendations on merit alone act with fairness and impartiality and not discriminate against anyone, particularly the poor and the under-privileged sections of society.
- For example Delhi head constable Seema traced 63 missing children in the last three months, reuniting them to their families. Going beyond her routine policing duties despite case not been registered in her unit.
- It provides no affinity to a particular class or ideology. Even in the post-retirement period, public officials could make significant interventions for more noble purposes underlying the good society even without joining a particular brand of formal politics that has scant regard for constitutional principles such as freedom from fear and human dignity.

Conclusion

Thus Values-driven bureaucracy offers a platform for public servant to unleash there potential by serving as a catalyst for personal development and transformation and by encouraging public servant to engage their values, sense of purpose and intrinsic motivation to be part of something that contributes positively to society.



47. In a law driven administration, what role does ethics play? Illustrate.

Approach

Question is straight forward in nature. Candidate can illustrate relationship between law and ethics and with the help of suitable examples role of ethics in administration can be stated.

Introduction

Laws and ethics both serve similar purposes of guiding human conduct so as to make it conducive to civilized social existence. They enforce a sense of right and wrong. Laws refer to the set of codified norms which are enforced by the state. They act as external obligations. On the other hand, ethics refer to the set of norms which guide our internal compass and judgements.

Body

Relationship between law and ethics –

- Laws and ethics both serve similar purposes of guiding human conduct so as to make it conducive to civilized social existence. They enforce a sense of right and wrong.
- Laws refer to the set of codified norms which are enforced by the state. They act as external obligations. On the other hand, ethics refer to the set of norms which guide our internal compass and judgements.
- Both are derived from certain common sources like religion, community values, cultural context, sense of justice, etc. However, ethics can also be a result of one's own evolution, personal experiences, personal choices, etc.
- While laws apply uniformly to all, ethics can vary from person to person and they change more frequently than laws. In case of a breach of law, the state is within its right to punish. Hence, they work as a medium of retributive justice. On the other hand, ethics are not enforceable.
- Many laws are representative of ethics of the time and have been shaped by what is considered ethical. The idea that everyone is equal before law is derived from the value that human are born equal.
- At the same time, laws have shaped ethics. They have been used to counter regressive doctrines. Eg. When Sati was abolished, it was not an unethical practice and derived its legitimacy from religion. But appropriate laws eventually forced to stop the unethical practices.

Significance of ethics in administration –

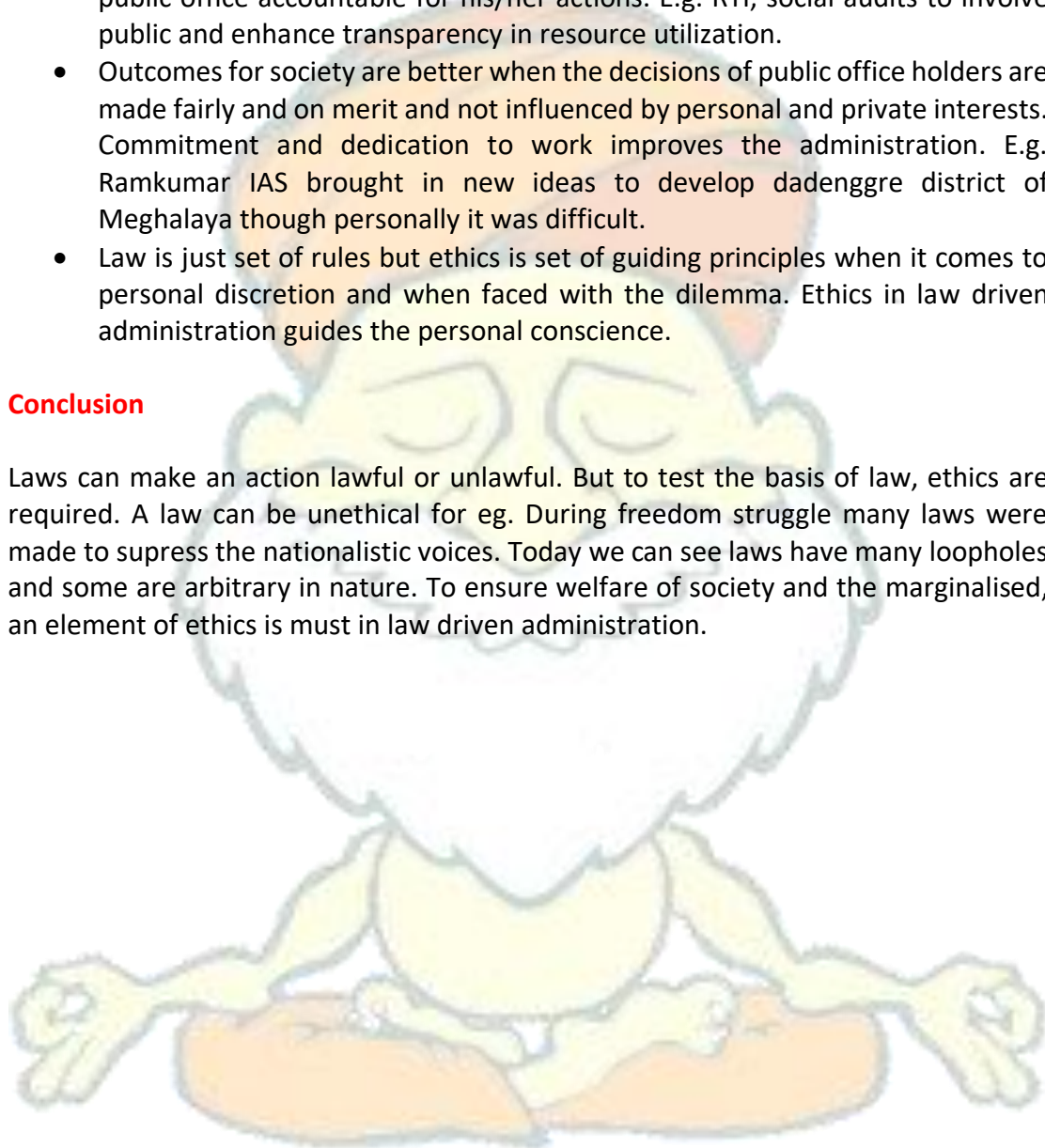
- Laws alone are not enough to promote ethical behaviour. Laws can never be so exhaustive to cover each and every scenario possible. Hence, there will

always be scope for discretion. In such scenarios, ethical behaviour should come from within.

- The ethical standards of Impartiality and objectivity bring merit into organization. thereby, increasing predictability, which improves economic efficiency. E.g. e-filing of tax returns, online tenders etc.
- Public resource utilization: ethical use of resources ensures the efficient and effective development of society without corruption. It makes the one holding public office accountable for his/her actions. E.g. RTI, social audits to involve public and enhance transparency in resource utilization.
- Outcomes for society are better when the decisions of public office holders are made fairly and on merit and not influenced by personal and private interests. Commitment and dedication to work improves the administration. E.g. Ramkumar IAS brought in new ideas to develop dadenggre district of Meghalaya though personally it was difficult.
- Law is just set of rules but ethics is set of guiding principles when it comes to personal discretion and when faced with the dilemma. Ethics in law driven administration guides the personal conscience.

Conclusion

Laws can make an action lawful or unlawful. But to test the basis of law, ethics are required. A law can be unethical for eg. During freedom struggle many laws were made to suppress the nationalistic voices. Today we can see laws have many loopholes and some are arbitrary in nature. To ensure welfare of society and the marginalised, an element of ethics is must in law driven administration.



48. Examine the factors that create avenues for corruption in the civil service? Can regulations alone tackle the challenge of corruption? Critically examine.

Approach

Since the question has asked you to critically examine you should throw light on the negatives and positives where an aspirant needs to examine both sides of an issue and come to a balanced conclusion.

Introduction

The history of the civil services in this country is replete with outstanding tales of courage, toil, sweat and blood. Great civil servants played a pivotal role in building a modern infrastructure from scratch, maintaining law and order and preserving the unity and integrity of the country. It is indeed a tragic fall for the services from such heights. Recently, in a rare journalistic scoop, a list of civil servants who were under investigation for corrupt practices by the anti-corruption bureau was made public by the media.

Body

Factors that create avenues for corruption in the civil service –

- Lack of Effective Leadership and economic stability in India
- Unemployment, Poverty And Hunger
- Very Less Educational Institute and Medical Infrastructure.
- Vast Size of Population in India Is Biggest Cause of Corruption In India.
- Another Big Cause of Corruption in India Is nexus between political parties and Industrialist.
- Emergence of political elite who believe in interest-oriented rather than nation-oriented programmes and policies is Another Big reason of Corruption in India.
- Low Pay Scales And Wages
- Lack of Fundamental Rights Awareness in People of India
- Lack of Transparency in Deals and Affairs
- Lack of Independent detective agency and accountability
- Lack of enough powers to the judicial system in India

Can regulations alone tackle the challenge of corruption?

Public servants in India can be penalized for corruption under the Indian Penal Code, 1860 and The Prevention of Corruption Act, 1988. The Benami Transactions (Prohibition) Act, 1988 Prohibits benami transactions. The Prevention of Money Laundering Act, 2002 penalizes public Servants for the offence of money laundering. India is also a signatory (not ratified) to the UN Convention against Corruption since

2005. The Convention covers a wide range of acts of Corruption and also proposes certain preventive policies.

But these regulations are alone not enough. Other steps needed to deal with corruption includes –

- Give Good salary to Government Employees
- Bring transparency In Indian Economic System
- Try To make Indian Society Cashless
- More Number of Online transactions and provide bill For Every transactions
- Bring Political parties Under RTI
- Set Eligibility For Indian Politician
- Increase in Digital And E Governance
- Transparent tax structure by clean and clear enforcement
- Bring More Transparency In Govt Job Recruitment
- Keep Inflation low
- Speed up the judgement and increase the courts
- Citizenship cancellation could be a highest level of punishment if their crime score reaches a certain extent.

Conclusion

The Civil Servants thought of themselves as Guardians, in the Platonic sense : “ All who are in any place of command in so far as they are indeed rulers, neither consider nor enjoin their own interest but that of the subjects on behalf of whom they exercise their craft....”The pressing need of the hour is to make the bureaucracy truly accountable and separate the crime investigation process from political control. Only then will the citizen regain a level of confidence in the governance process. Until then, no matter how many times people reject a government or party, no matter how often they give vent to their anger and frustration through public protests, demonstrations, and at times violence, the real character of governance does not seem to change; the local public servant behaves in the same manner as always ¾ corrupt, greedy, arrogant and arbitrary.

49. In your opinion what should be the key values for a bureaucracy? Substantiate your views.

Approach

Question is straight forward in its approach students are expected to explain the key values for bureaucracy, also it is important to substantiate views by making use of examples.

Introduction

Values are essential components of organisational culture and are instrumental in determining, guiding and informing behaviour. For bureaucracies, adherence to high-level public service values can generate substantial public trust and confidence. The ethics and values for the civil services have to be of higher standards, unique and properly structured from those for the citizens or other sectors of the society because civil servants have special obligations to the community.

Body

Values for bureaucracy –

- **Integrity-** Integrity is the fundamental moral concept in civil services. It is an important basis of ethical behaviour and ethical competency. It is associated with the value of being honest and maintain strong moral principles. Integrity includes financial integrity, professional integrity and intellectual integrity. Ethics and integrity are closely related. An ethical person having strong moral values is bound to be a man of integrity.
- **Impartiality-** Impartiality is a norm of justice holding that decisions should be based on objective standards, instead of on the basis of bias, prejudice, or preferring the advantage to one person over another for unsuitable reasons. Impartiality is acting solely according to the merits of the case and serving equally well governments of different political persuasions. Impartiality means that civil bureaucrats in carrying out their official work, including functions like procurement, recruitment, delivery of services etc., should take decisions based on merit alone. Impartiality implies that the behaviour of, and treatment by a bureaucrat to any individual or entity has to be exclusively on the basis of merit. An administrator has to take numerous major decisions such as recruitment, procurement and allotment. To make such decisions effective and efficient, there has to be absolute impartiality.
- **Non-Partisanship-** Non-partisanship is not being precisely owned or allied with any group, party or cause. Non-partisanship can be called political neutrality. Non-partisanship infers that the officer is to do his task without any fear of, or favour to any political party. The values of the administrator will flow from the constitution not from the philosophy of any political party. Non-partisanship is

the process of not involving any political party even if the person has strong faith in any political thought.

- **Objectivity-** Objectivity is founding advice and decisions on rigorous analysis of the evidence. It entails that a truth remains true universally, independently of human thought or approaches. It is established that objective decisions are not impacted by personal feelings or opinions in considering and representing facts. Taking an objective approach to an issue means having due regard for the known valid evidence (relevant facts, logical implications and viewpoints and human purposes) pertaining to that issue. If significant valid evidence is denied or counterfeit, an objective approach is incredible.
- **Dedication-** Dedication is the eminence of people to be devoted or loyal to a duty or purpose, thought or action. Dedication is vital personality trait of an individual. In organizational framework, faithful employees work towards achieving the organizational goals. Dedication will carry person through a lack of motivation. It is his ability to continue acting when motivation is lacking. Dedication will drive to certain task rapidly.
- **Empathy-** Empathy is described as understanding what others are feeling. Empathy is the capability to understand or feel what another person is experiencing from within the other person's frame of reference. In general term, empathy is about being able to accurately hear out and understand the opinions, feelings and concern of other people in society.
- **Tolerance-** Tolerance is a great feature of civil servants. Tolerance comprises of allowing people to exercise their rights, religious or constitutional. Tolerance teaches us to exercise restraint in sensitive matters. Tolerance is defined as a fair and objective outlook towards those whose lifestyle differs from person. It refers to the skills person need to live together peaceably.
- **Compassion-** Compassion is a feeling of empathy towards another person. It is the emotion that people feel in response to the suffering of others which in turn motivates a desire to help. Compassion is a process of connecting by identifying another process. This identification with others through compassion can lead to increased enthusiasm to do something in an effort to relieve the distress of other.
- Recently launched mission Karmayogi aims to impart modern values and envisages to prepare bureaucracy for the future by making them more creative, constructive, imaginative, innovative, proactive, professional, progressive, energetic, enabling, transparent and technology-enabled.

Conclusion

It can be recognized that above core values support good government and guarantee the accomplishment of the highest possible standards in all that the Civil Service does. This in turn helps the Civil Service to gain and maintain the respect of ministers, Parliament, the public and its clientele. The civil servants have to abide by a common set of values which can cater to larger interests of society at large and to achieve social, political and economic justice.

50. Has there been a decline in the overall integrity and values of bureaucracy in India? Critically comment.

Approach

The candidate needs to comment upon whether there has been a decline in the overall integrity and values of bureaucracy in India and also give some counter arguments to the same for showcasing a balanced perspective.

Introduction

Bureaucrats need to maintain neutrality and impartiality in their working to ensure the triumph of democracy where upholding the values of bureaucracy becomes important to face the number of serious challenges from diminishing human capital in Indian bureaucracy.

Body

- Public administration has become a key agency for development in most of the developing countries where Bureaucracy contributes immensely to development by serving as adviser, inventor, and decision-maker.
- But over a period of time, Indian bureaucracy seems to be in decline in terms of overall integrity and values, which can be detrimental to the democratic institutions as well as constitutional ethos of the administration in India.
- Over the years, whatever virtues the civil servants possessed – integrity, political neutrality, courage and high morale – are showing signs of decay. Some civil servants are deeply involved in partisan politics. For example, Supreme Court even called CBI as caged parrot which speaks for its masters.
- Further, there has been a deviation from bureaucrat's professional ethics due to multiple factors like personal ambitions, security of tenure, lack of accountability, political interference, greed, etc. For example, recent incident involving API Sachin Waze in terror case.
- Here, political interference can be considered one of the major factors for the decline where transfers have been used as instruments of reward and punishment by politicians, as tools for controlling and taming the bureaucracy.
- Specialisation is an important facet of bureaucracy in the Weberian scheme, but in the Indian context the 'generalist' IAS officers are the ultimate mavens in all administration branches, which contributes to professional inadequacies leading to decline in values for compromise.
- Also, unprecedented security of tenure for Indian bureaucrats has led to a work culture where productivity and accountability are side-lined and lethargic work culture is imbibed which eventually is leading to decline in values.

At the same time, it is important to note that the above discussion is not an overall trend but refers to a section of civil servants, whereas the major section of

bureaucratic structure sees mostly honest and upright officers with proper values and integrity.

- These civil servants are the “doers”. For example, the Swachh Bharat Abhiyan led by the redoubtable Parameswaran Iyer is creating an impact. Fortunately, it is becoming visible as well.
- Further, the thrust on efficiency and integrity in the Indian Railways by its chairman Ashwani Lohani, is also yielding results. One can witness the impact of the changes he has brought about in the functioning of the Railways.
- The team of Indu Bhushan and Dinesh Arora, engaged in implementing the Pradhan Mantri Jan Arogya Yojana Abhiyan as part of Ayushman Bharat, provides another example of honest and efficient working.
- COVID-19 Pandemic also saw the recognition of bureaucrats work and their sacrifices as the frontline workers. For example, in Odisha, V. K. Pandian, private secretary to Chief Minister Naveen Patnaik, led Odisha to become the first state to go for a 40 per cent lockdown following an analysis of the geographical spread of people who came from abroad in March.
- These are honest and efficient bureaucrats committed to the cause for which they are paid for from the public exchequer. They are performing their tasks as professionals. Their crusading spirit is directed towards the tasks assigned to them.
- However, unfortunately, there are an equal numbers of bureaucrats who stop at just being honest, which also becomes an issue as professionalism is replaced with virtue signalling instead of completing the task at hand.

Way Forward –

- Implementing and popularising the All India Service (Conduct) Rules, 1968 for All-India Service officers of IAS, IPS and Indian Forest Service in its true sense.
- Coming up with more measures like Mission Karmayogi, in accordance with 2nd ARC’s recommendations for improving the value system as well as work culture of bureaucrats.
- A government servant’s promotion, career advancement and continuance in service should be linked to his actual performance on the job and the dead wood should be weeded out where the promotions should be merit based.
- Officers need to be motivated and empowered by giving them more responsibility and decision-making authority.

Conclusion

Bureaucrats should consider their role as public servants and maintain high standards of ethics as well as professionalism to serve the people in the true sense for striving towards achieving the ideals of ‘New India’.

51. How can civil servants manage ethical dilemmas in their professional and personal lives? Illustrate.

Approach

The candidate needs to elaborate upon the aspect of civil servants managing ethical dilemmas in their professional and personal lives with the help of suitable examples.

Introduction

Ethical dilemmas are situations in which there is a choice to be made between two options, neither of which resolves the situation in morally satisfactory manner. It is a circumstance that requires a choice between competing ideologies in a given, usually undesirable or confusing situation.

Body

- For a public officials who try to function as a professional, the demands of law, his duty, impartiality, due process, provides a productive ground in which ethical concerns arise.
- Ethical standards are not organized, so there are always chances that concerns arise and discrepancies always occur about appropriate behaviour. This can be both in a professional setup as well as personal relations.

In this regard, Public Servants usually understand ethics to be a ‘prescribed’ and commonly shared ‘Values and Standards’ relating to –

- TRUSTWORTHINESS (in the form of) honesty, Integrity, reliability and Loyalty;
- RESPONSIBILITY (in the form of) Accountability, Pursuit of Excellence and Self-Restraint;
- FAIRNESS (in the Form of) Open and unbiased process, impartiality and equity; and
- RESPECT (in the form of) Civility , courtesy, decency, tolerance and compassion;
- Further, the decisions of a civil servant should be guided by following principles - the provisions of Indian Constitution, democratic accountability of administration, the rule of law and the principle of legality, larger public good, and responsiveness to civil society.

These help in managing the ethical dilemmas of in civil servants professional life and many a times in personal life too. This can be seen from the following points –

- In government offices, major ethical concern is the secret conduct of public business. It is generally recognized that in a democracy, the people have a right to discern the working of the government. Here, proactive use of right to information (RTI) law in disclosing all the public information can be helpful.

- Anticipating specific threats to ethics standards and integrity in the public sector – attention needs to be paid to systemic threats that could weaken adherence to core public sector ethics values, and commitment to good governance.
- Personal self-interest should be secondary to the common good in all situations, especially when such circumstances give rise to conflict of interest.
- The ethical standards of Impartiality and objectivity bring merit into organization. Thereby, increasing predictability, which improves tackling of ethical dilemmas. E.g. e-filing of tax returns, online tenders etc.
- Strengthening the ethical competence of civil servants, and strengthening mechanisms to support “professional ethics” and, ultimately, an ‘ethical culture’ which supports professional responsibility, self-discipline, and support for the rule of law.
- Adding the component of compassion to day to day works makes a lot of difference while dealing with ethical dilemmas. For instance, collector S.Shankaran IAS addressing the plight of bonded labourers in spite of opposition by political leadership.
- The administration needs to become responsive to the needs and aspirations of the public. For instance, creation of a separate public market for road side vendors before their evacuation, which would help in avoiding the ethical dilemmas involved in such situations.
- Further, adherence to professional ethics can also help in dealing with personal ethical dilemmas where for example, use of official machinery for personal use can be easily avoided by person maintaining highest standards of professional ethics.
- Developing administrative practices and processes which promote ethical values and integrity – new and proposed pro ethics laws require effective implementation through, for example, effective performance management techniques which support the entrenchment of the ethical values set out in Civil Service Codes of Ethics.
- Also, personal ethical dilemmas can be tackled through inculcation of values of compassion as well as honing one’s moral standards and maintaining personal moral compass in times of personal dilemmas. Here, balance in personal and professional life helps in avoiding intricate personal ethical dilemmas through the able support of one’s near and dear one’s.

Conclusion

Successful ethics management generally requires a balanced package that combines elements of compliance as well as integrity-based approaches and their adaptation to the cultural, political and administrative traditions where proper training, code of conduct, emotional intelligence, keeping the public interest above all and adherence to the values of integrity, objectivity, honesty in one’s own private life etc. will ensure a just and ethical conduct.

52. Should neutrality always be the preferred strategy for a civil servant? Can neutrality hamper public interests sometimes? Critically comment.**Approach**

Candidates are expected to write about neutrality and whether neutrality should be a preferable strategy for civil servant. Also critically comment on how neutrality can hamper public interest sometimes.

Introduction

Neutrality is part of foundational value of civil services as mentioned by 2nd ARC and necessary for promoting equality in society. Neutrality means decisions that are not based on basis of bias, prejudice or preferring the benefit to one person over another for improper reasons.

Body

Neutrality a preferred strategy for a civil servant:

- Neutrality depicts that public officials are not slaves to either the politicians or any other authority other than the moral authority of the Constitution. It shows that the principle of neutrality implies a measure of independence both from the partisan interests of the government of the day and the exogenous agenda that prompts certain social groups to cow others down to humiliating vulnerability.
- Provides professionalism and permanence as opposed to reluctance to change. It assures the public that their current aspirations will be faithfully served by the Government.
- Decisions based on merits and facts lead to an impartial decision making. This would ensure efficient use of resources and enhance the transparency in public domain.
- If bureaucracy won't be neutral then it cannot lend its whole-hearted support to the existing political system, and to the economic and political system if any radical changes are introduced.
- The direct role of civil servant during a crisis situation enables him with the opportunity to take neutral stance. For example, Shivdeep Lande IPS, who played a critical role in drastically reducing crime rate and illegal practices in Patna, when he was transferred, people protested by organizing candle light rallies. This was due to his neutrality on account of his good work.

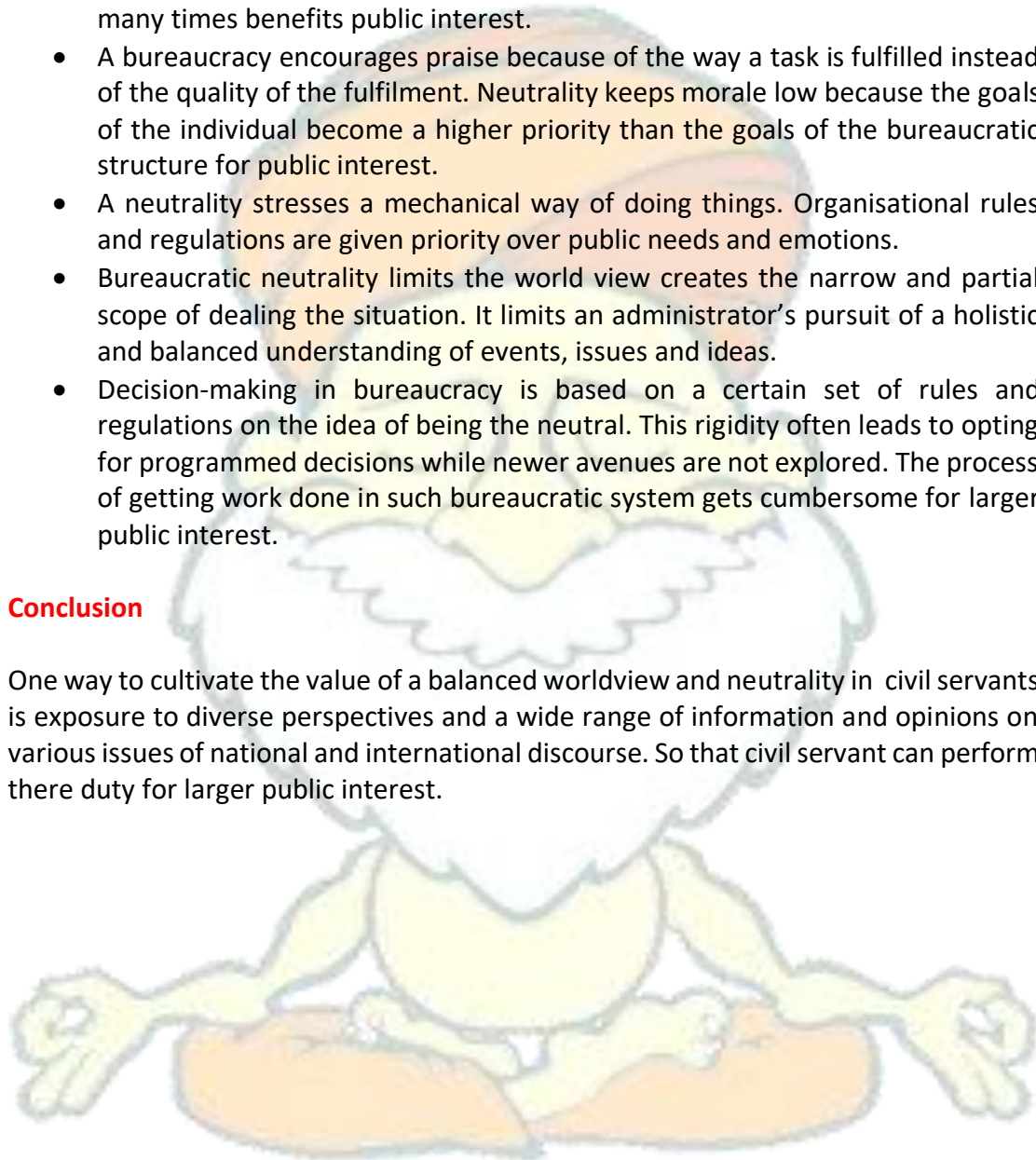
Neutrality hampering the larger public interest:

- To maintain 'neutrality', officer may become indifferent to social policies in changing regimes. Inertia and status quo will creep in his work. This imparts a lack of flexibility and can often lead to inefficiency.
- Indira Gandhi and others have lamented that Indian bureaucracy is not 'committed' enough for the social-welfare ideology, they're living in their own ivory towers and aiming only towards 'careerism.'

- In USA, every president brings his own executive team. They don't have to play 'neutral' card. They've had managerial skills, and faithfully implement policies of the president.
- Actions are dictated by cognitive neutral mindset. Civil servant sometimes needs steps outside of those rules or laws to carve out a innovative solution. Being Neutral often find themselves facing consequences, such as job termination or even imprisonment. Hampers the out of box thinking which many times benefits public interest.
- A bureaucracy encourages praise because of the way a task is fulfilled instead of the quality of the fulfilment. Neutrality keeps morale low because the goals of the individual become a higher priority than the goals of the bureaucratic structure for public interest.
- A neutrality stresses a mechanical way of doing things. Organisational rules and regulations are given priority over public needs and emotions.
- Bureaucratic neutrality limits the world view creates the narrow and partial scope of dealing the situation. It limits an administrator's pursuit of a holistic and balanced understanding of events, issues and ideas.
- Decision-making in bureaucracy is based on a certain set of rules and regulations on the idea of being the neutral. This rigidity often leads to opting for programmed decisions while newer avenues are not explored. The process of getting work done in such bureaucratic system gets cumbersome for larger public interest.

Conclusion

One way to cultivate the value of a balanced worldview and neutrality in civil servants is exposure to diverse perspectives and a wide range of information and opinions on various issues of national and international discourse. So that civil servant can perform there duty for larger public interest.



53. Are rules and regulations adequate to correctly guide a civil servant to come over ethical dilemmas? Examine.

Approach

Candidate is expected to define ethical dilemma. With the help of some examples guiding principles in dilemma can be stated.

Introduction

Ethical dilemma is a complex decision making situation in which all the available options are in conflict, making it difficult for the decision maker to follow any one course of action in the given situation. Ethical dilemmas largely emerge in situations where conscience of an individual comes into the conflict with the stated rule or norm.

Body

What are the instances of ethical dilemmas?

- Ethical dilemmas arise when they have to choose between competing considerations of ethical values and rules, in order to determine the right thing to do.
- Personal Cost Ethical Dilemmas arises from situations in which compliance with ethical conduct results in a significant personal cost to the decision maker in a difficult situation.
- Right-versus-Right Ethical Dilemmas, arises from situations of two or more conflicting sets of ethical values.
- Ethical dilemmas also arise in the following situation for an individual, When his professional directives are in contrast with his own personal values.
- Working towards the best interest of the community versus being responsive to the government.
- In his desire to hold onto a job versus the professional ethics. It also occurs when recognition is conflicted. It arises in an individual when he tries to establish a human connection that tilts view of his professional identity, duty, and objectivity.
- For a public servant attempting to function as a professional, the demands of law, his duty, fairness, due process, provides a productive ground in which ethical dilemmas arises. Whistle blowers face this problem because their disclosure may institute a crime when the on-going misconduct is severe.
- Examples of ethical dilemma- Dilemma in adopting a deontology and teleology: This would arise when a public servant is unsure to prefer whether the end of the action is important or means adopted. For eg: You as a public servant has been given a responsibility to approve a project to build a dam which would provide irrigation water to lakhs of acres. However such approval could displace thousands of tribes.

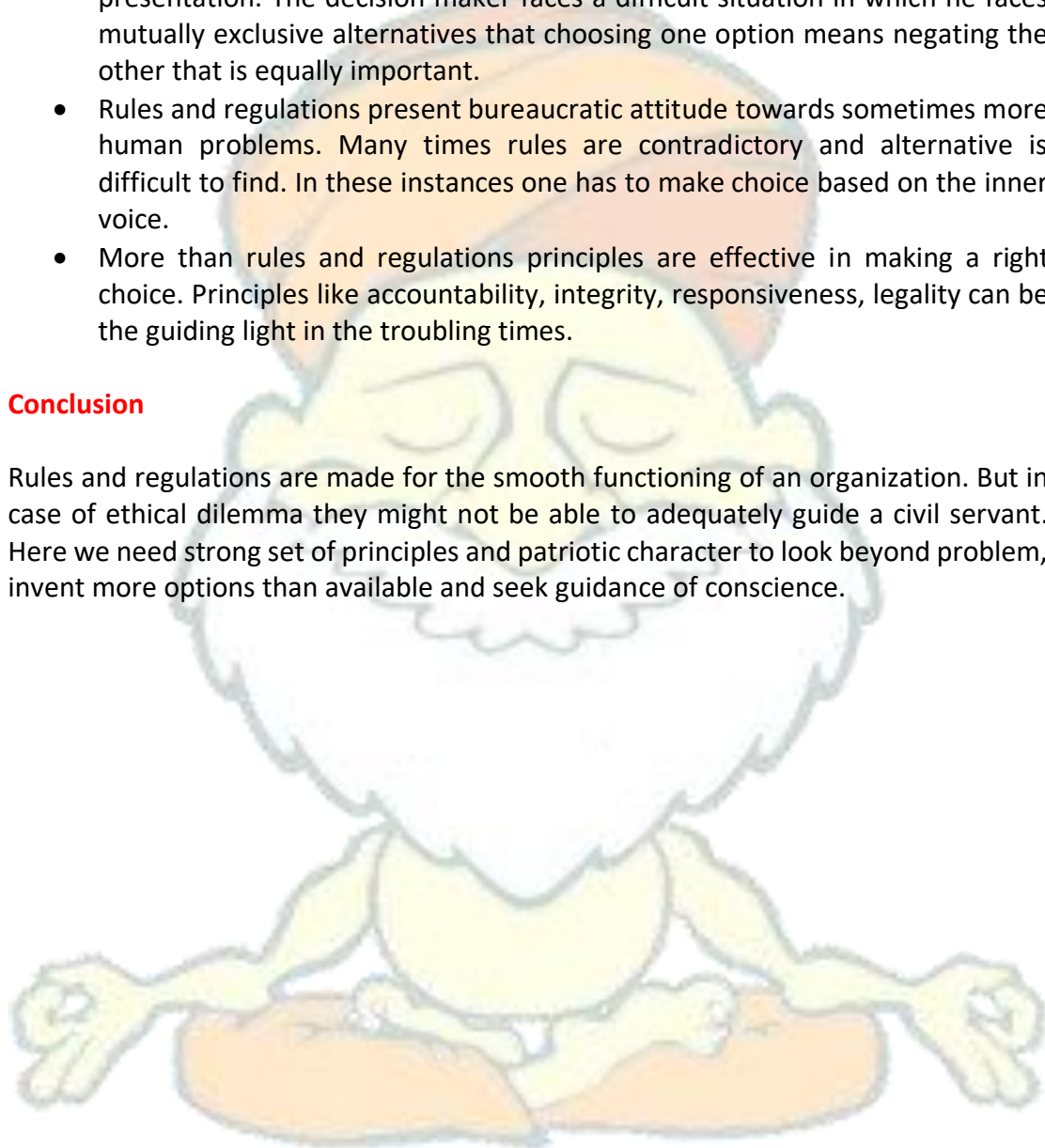
- Dilemma between law and conscience: Law and conscience may not always be in congruence. Eg: Until recently Section 377 criminalised homosexuality but you as a public servant believe that homosexuality should be legalised.

What is the way forward?

- An ethical dilemma is more complex and demanding than a problem of what it appears to be. These dilemmas cannot be solved based on its initial status of presentation. The decision maker faces a difficult situation in which he faces mutually exclusive alternatives that choosing one option means negating the other that is equally important.
- Rules and regulations present bureaucratic attitude towards sometimes more human problems. Many times rules are contradictory and alternative is difficult to find. In these instances one has to make choice based on the inner voice.
- More than rules and regulations principles are effective in making a right choice. Principles like accountability, integrity, responsiveness, legality can be the guiding light in the troubling times.

Conclusion

Rules and regulations are made for the smooth functioning of an organization. But in case of ethical dilemma they might not be able to adequately guide a civil servant. Here we need strong set of principles and patriotic character to look beyond problem, invent more options than available and seek guidance of conscience.



54. Why should the constitution be the first allegiance and source of guidance for a civil servant? Discuss.

Approach

Since the question is asking you to discuss it necessitates a debate where reasoning is backed up with evidence to make a case for it.

Introduction

Civil Servants are considered as the back bone of the administration. In order to ensure the progress of the country it is essential to strengthen the administration by protecting civil servants from political and personal influence. So provisions have been included in the Constitution of India to protect the interest of civil servants along with the protection of national security and public interest. Part XIV of the Constitution of India deals with services under The Union and The State. Article 309 empowers the Parliament and the state legislature regulate the recruitment, and conditions of service of persons appointed, to public services and posts in connection with the affairs of the Union or of any State respectively.

Body

The Indian constitution should be the first allegiance and source of guidance for a civil servants due to the following reasons:

- Article 309- Subject to the provisions of this Constitution, Acts of the appropriate Legislature may regulate the recruitment, and conditions of service of persons appointed, to public services and posts in connection with the affairs of the Union or of any State.
- Article 310(1) also known as doctrine of pleasure it means a servant holds office during the pleasure of the President/ Governor and he can be dismissed from the service of at the President/ governor pleasure.
- Article 311 puts certain restriction on the absolute power of the President or Governor for Dismissal, removal or reduction in rank of an officer.
- The above discussed articles provide protection and powers to the civil servant along with caution as well hence it's certainly the constitution that should act as the ultimate source of guidance for a civil servants.
- A young person joining the Civil Service has to necessarily take an oath at the Lal Bahadur Shastri National Academy of Administration that he/she shall always uphold the Constitution, and abide by it in discharging official duties.
- Civil servants are duty-bound to truthfully implement the policies and programmes of elected governments, and work under the political executive. But bureaucracy is neither designed nor expected to behave as bouncers of the ruling party. So constitution can act as a guide.

Conclusion

The Civil Services holds the most prominent place in the progress of the country. A Country's efficiency, democratic value and development widely is adjudged and determined by the Administrative Team and Civil Machinery of that Nation. Hence the constitution be the first allegiance and source of guidance for a civil servant. Beyond the pulls and pressures of political exigencies, civil servants have to constantly ensure that their actions are aligned with Constitutional values. The sense of helplessness at the steady loss of freedom in decision-making that is enveloping the higher civil services is a tragedy with multiplier effects. This freedom has to be redeemed at individual and collective levels.



55. What do you understand by conscience? How does it help in decision making? Explain.

Approach:

This question has two parts, students are expected to explain each part equally through use of appropriate examples.

Introduction:

Gandhi Ji famously said, “There is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts.” Conscience is the voice in our head, and the feeling in your heart, that tells us if something is right or wrong. It is the voice of the inner-self which says “yes” or “no” when we are involved in a moral struggle. It is an internal monitor.

Body:

- Conscience is a faculty of the mind that motivates us to act morally—or at least according to our most deeply held values. Conscience is knowledge of ourselves, or awareness of moral principles we have committed to, or assessment of ourselves or motivation to act that comes from within us (as opposed to external impositions).
- Greek and Roman thought emphasized reason and knowledge in making moral decisions, a tradition beginning with Aristotle’s ideas about the development of virtuous character and wisdom through reason and practice.
- St. Bonaventure and St. Aquinas wrote of synderesis (a divine spark of moral knowledge) which could only come to mind if it had been cultivated by reason and contemplation to overcome the distortions and corruption of social conditioning.
- John Locke wrote about how a moral conscience might oppose the laws of the state, and Thomas Hobbes insisted that opinions based on conscience could easily be wrong or in contradiction to other people’s consciences. So, these and other philosophers also advocated for a ‘critical conscience’—and some skepticism about the dictates of conscience in general.
- Conscience is the intrinsic intuitive capacity to discriminate between right and wrong. “Inner Voice” is important especially in democracy as it has various participants such as citizens, NGOs, corporates to be administered by the politicians who are elected by them only. But at an indel, every person has a conscience which assists them in taking important decisions. Thus it can act as a strong tool to evade away the individual self-centered thinking

Conscience and decision making-

- A human being always comes across ethical dilemmas in the decision making the process. Voice of Conscience acts as the guide for taking correct decisions when we have to choose between competing sets of principles in a given, usually undesirable or perplexing, situation. Example: Helping accident victim

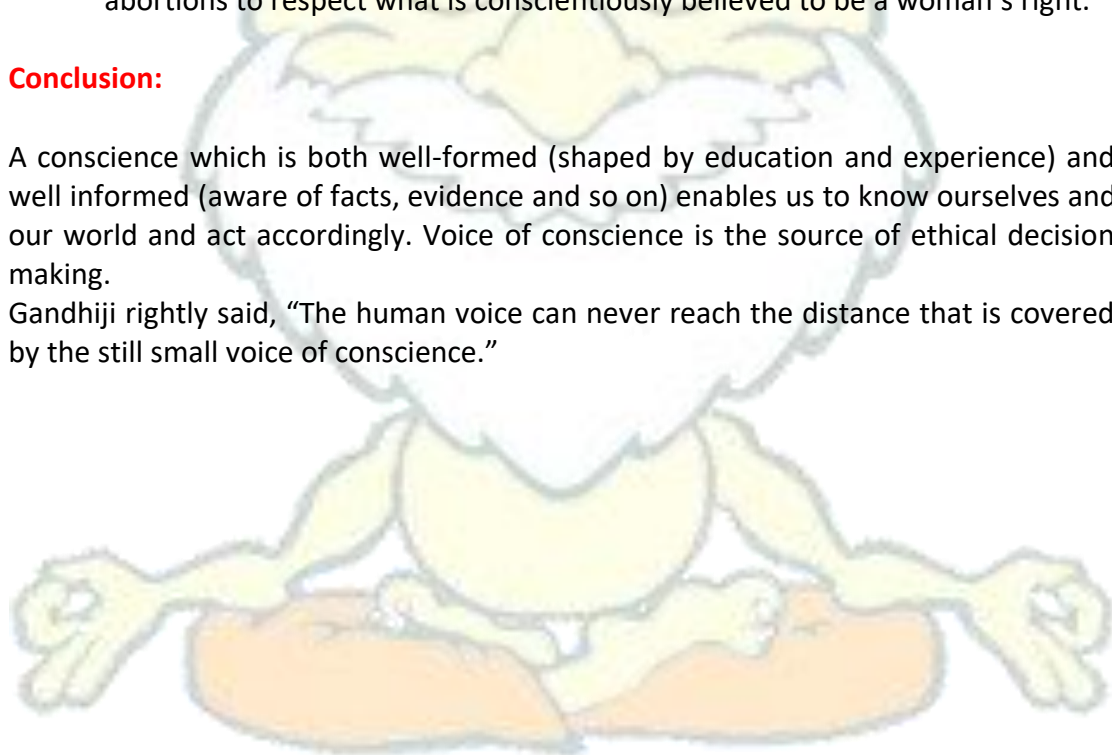
on your way to an interview. The voice of conscience of an individual helps in analysing the situation from different perspectives and help in taking the right decision. Voice of Conscience is a person's moral compass of right and wrong as well as the consciousness of one's actions. Expressions such as 'gut feeling' and 'guilt' are often applied in conjunction with a conscience.

- The voice of conscience might suggest different principles and different behaviours to different situations. But it for a moment help individual from not doing wrong based on universal values.
- It is an arguable topic whether or not the conscience is the most reliable form of decision making or not. The concept of conscience may not bear any connection with any particular substantial moral view. The good ethical decision and conscience are not always in sync; it depends on the situation, stakeholders and perceiving the issue. For Example, A youth may go for suicide bombing, gun violence, riots or Lynching at the name of cow, considering it to be right as per his radicalized teachings.
- The voice of conscience might suggest different principles and different behaviours to different people. For example, while some health practitioners raise "conscientious" objection to abortion and refuse to provide the service, someone's conscience might demand the exact opposite, i.e., to perform abortions to respect what is conscientiously believed to be a woman's right.

Conclusion:

A conscience which is both well-formed (shaped by education and experience) and well informed (aware of facts, evidence and so on) enables us to know ourselves and our world and act accordingly. Voice of conscience is the source of ethical decision making.

Gandhiji rightly said, "The human voice can never reach the distance that is covered by the still small voice of conscience."



56. Do you think accountability leads to ethical governance? Critically comment.

Approach:

The directive in this question is critically comment, students are expected to express their views about how accountability leads to ethical governance also it is important to substantiate points with appropriate examples.

Introduction:

Ethics is grounded in the notion of responsibility and accountability. In democracy, every holder of public office is accountable ultimately to the people. Ethics provides the basis for the creation of such laws and rules. Our legal system emanates from a shared vision of what is good and just which forms the basis of ethical governance in India. Ethical governance denotes administrative measures, procedures and policies that fulfill criteria required for the ethically good or acceptable handling of public affairs, such as in public administration, public health care, education, and social security.

Body:

Answerability is elucidated as the obligation of the government, its agencies and public officials to provide information about their decisions and actions and to justify them to the public and those institutions of accountability tasked with providing oversight.

- It can be contended that accountability is the fundamental requirement for preventing the abuse of power and for ensuring that power is directed towards the achievement of efficiency, effectiveness, responsiveness and transparency. Open, transparent and accountable government is an imperative prerequisite for community-oriented public service delivery because without it covert unethical behaviour will result. In theoretical studies, it has been represented that accountability is the process whereby public sector organisations, and the individuals within them, are responsible for their decisions and actions and submit themselves to appropriate external scrutiny.
- The accountability to the citizens is a fundamental principle of democratic governance. It is not limited to accountability to seniors in hierarchy only as part of chain of command but also the stakeholders including citizens and civil society.
- Accountability as an answerability component to justify the action and an enforcement component that is to take action in cases where an act of omission or commission is established.
- The Right to Information Act, 2005 has introduced a huge element of transparency in the decision-making in the government as well as access to information thus introducing ethics in the governance process as well.
- Various measures to ensure accountability bring in ethical governance with display of values like Equality, Dignity, Honesty, Fairness and Compassion.

- Mechanisms like social audit in MGNREGA, Gram sabha involve people in decision making process. This ensures accountability as well as equality principle as decision making is not left in the hands of few people.
- DPSP's are fundamental in the governance of the country. They ensure vulnerable and marginalized are not left out. Law makers with responsibility to ensure socio-economic democracy come out with legislations and affirmative action leading to inclusive society. Ex: Rights of persons with disability Act 2016, Maternity Benefit Act, NSAP.
- Legislative means like RTI, PCA make administrative system transparent and minimize corruption in the system.
- System of checks and balance makes sure there is no concentration of power and each organ accountable for their actions. Thus, governance is carried in the interests of people. Ex: Judiciary through Review power(A-32) strikes down laws which are inconsistent with constitutional values

However accountability does not always lead to Ethical governance in case of demonetization it tried to ensure accountability in terms of making unaccounted money useless and helping India to become cashless economy but the process was questionable in terms of its ethicality because of the problems people faced all over the country. Also it is important to mention that accountability is only an aspect of the overall governance mechanism recently enacted citizenship amendment act has tried to brought in accountability in terms of granting citizenship to the persecuted minorities of the neighbouring countries barring few this act is seen as unethical in terms of its discriminating nature against certain religious groups.

Conclusion:

No doubt, measures to ensure accountability would bring in ethical governance. However, ethical governance remains a utopian idea due to frailty human nature, Also ethics are often highly personal. Nor can Ethical Management be instilled in an organization or corporation overnight. Ethical Governance requires habit, and it requires proper regulations. Education and communication must be further enhanced, Ethical issues must find and gain support in the work place and also in the society, and finally there must be proper motivation and recognitions given for those wishing to follow Morals.

57. Is it possible to inculcate values in public servants through training? Discuss.

Approach

The candidate needs to elaborate upon values required for public servants initially and then discuss whether these values can be inculcated in public servants through training.

Introduction

Values, be it ethical or moral, form the core of the governance and without them or with even one of them being compromised, the very essence of the public service fails and what prevails is the corruption, anarchy and discretion, which is not acceptable and not good for the democratic society.

Body

Values necessary for public servants can be seen from the points below –

- Integrity: The quality of being honest and having strong moral principles. A person of integrity shows steadfast adherence to a strict moral or ethical code.
- Perseverance: Perseverance corresponds to persistence in doing something despite difficulty or delay in achieving success.
- Commitment: The state or quality of being dedicated to a cause, activity, etc.
- Courage of conviction: The state or quality of mind or spirit that enables one to face danger or fear with self-possession, confidence and resolution.

Here, we can observe that some values in public servants can be inculcated through training, while some are innate to a person. However, we can't deny the role played by the specialised training to develop these values –

- Ethics training is a useful tool for strengthening ethics and preventing corruption in public administration if applied together with other tools as part of a comprehensive anti-corruption and pro-integrity policy.
- For instance, as we know about The Lal Bahadur Shastri National Academy of Administration, which is a research and training institute on public policy and public administration in India has a specialised training curriculum which strives to train the all India service officers.
- Values of public services such as helping the marginalised and vulnerable section of people while abiding to the law is one such example.

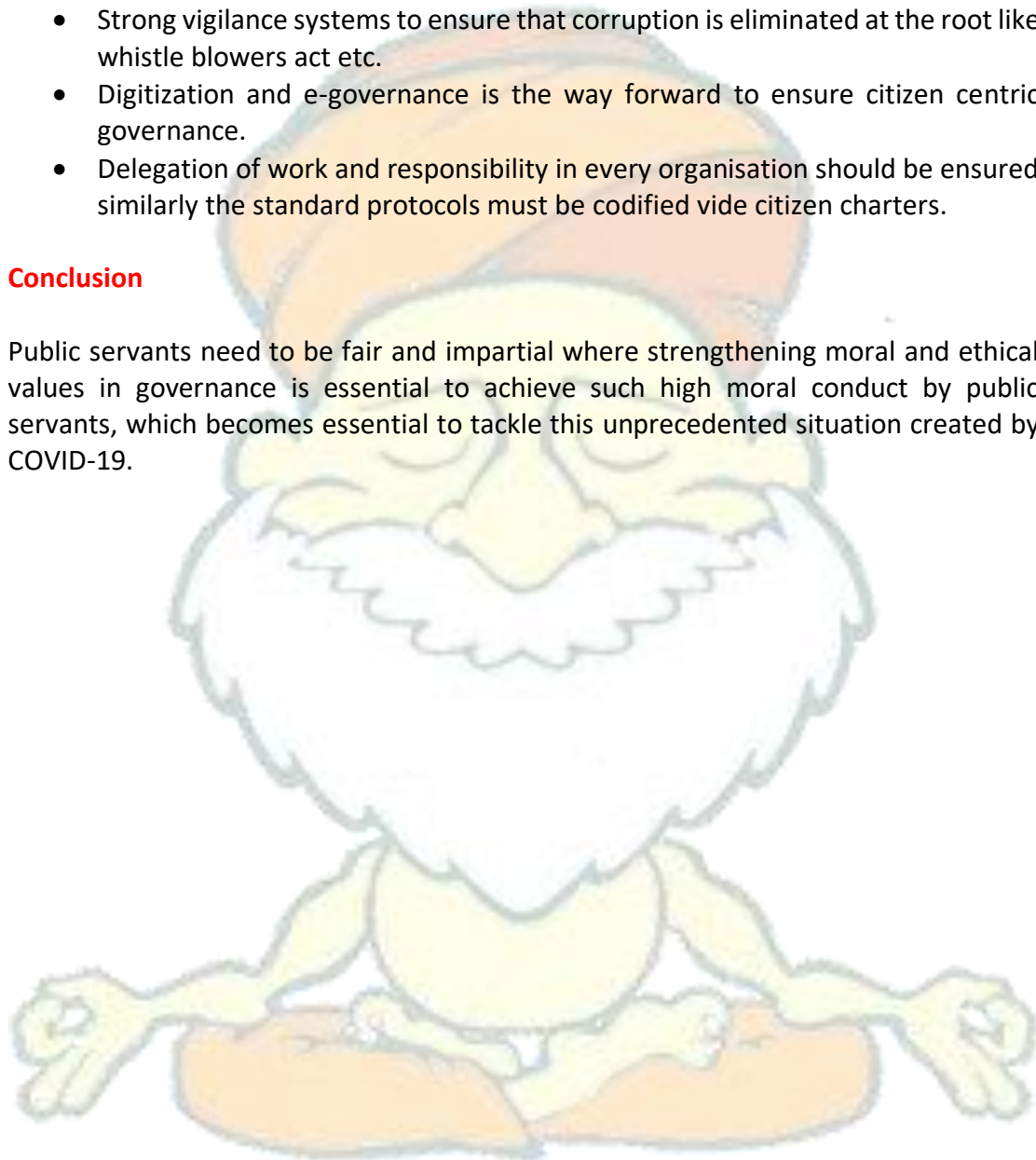
Further, values training alone cannot produce sustainable results, especially in countries with high levels of corruption. Ethics training produces observable results only in the long-term. For example, Political support and "leadership from above", Political support for ethics training should be demonstrated not only through declarations but also through the practical actions of the leadership.

Ways to inculcate values in public servants: The Second Administrative reforms commission has suggested the following methods –

- Values such as selflessness, honesty, integrity and objectivity if inculcated at early age through education will lead to Ethical leadership in the future.
- Codification of ethics will ensure the minimum standards that public servants must follow.
- Strong vigilance systems to ensure that corruption is eliminated at the root like whistle blowers act etc.
- Digitization and e-governance is the way forward to ensure citizen centric governance.
- Delegation of work and responsibility in every organisation should be ensured similarly the standard protocols must be codified vide citizen charters.

Conclusion

Public servants need to be fair and impartial where strengthening moral and ethical values in governance is essential to achieve such high moral conduct by public servants, which becomes essential to tackle this unprecedented situation created by COVID-19.



58. Should global powers intervene into the internal matters of countries on humanitarian grounds? Substantiate your views.

Approach

Candidates are expected to first to write about humanitarian intervention. Then try to explain with viewpoint towards situations where global powers intervene into internal matters of any countries on humanitarian grounds.

Introduction

Humanitarian intervention has been defined as a state's use of military and non-military intervention such as humanitarian aid and sanctions against another state, with publicly stating its goal is to end human rights violations in that state. But unfortunately in most of the cases there is some hidden motive rather than securing human right violations.

Body

Global powers Intervention on humanitarian grounds:

- The justification for humanitarian intervention by big powers rests first and foremost with the argument that there is a moral duty to protect civilians from human rights abuses. That moral duty is derived from natural law, be it determined through religion or political philosophy to attract votes.
- The right to life is an important concept of natural law, and it provides the foundation of the justification for humanitarian intervention, because the right to life is a universally accepted norm.
- There is an obligation to intervene when the abuses of human rights by a state or sub-state actor become genocidal in nature because mass murder is an unconscionable violation of one of human civilization's oldest and most deeply held norms, the sanctity of life.
- The international community thus has an obligation and a right to intervene in the event of genocide and other type of violence, because the large-scale extermination of life offends universally accepted rights.
- Humanitarian intervention using armed force, in some cases, may be the only way to prevent mass killing, and it can have a positive outcome.
- The intervention has played a decisive role in fostering a more robust international system, with its multiple deployments helping to redefine ideals of universal rights and duties.
- The success of an intervention should primarily be determined by whether it has saved lives; however, this cannot be separated from whether it enables long term stability to prevent future conflict and loss of life.

Unfortunately many time it has negative impact:

- The use of armed force to protect human rights, however, carries with it the risks of civilian and military casualties and exacerbating the violence, and it rarely provides a long-term solution to causes of conflict. Also it marginalise the notion of sovereignty.
- The freedom of states to independently shape their internal order and external relations. Sovereignty, which is both historically and currently at the heart of

the international legal order and functions as the source for both the ban on the use of force and the prohibition of intervention.

- For example Australia led force in East Timor and India led force in the Sri Lanka both have different result. NATO's intervention in Kosovo in 1999 exemplifies many of disadvantages including the risks of causing civilian casualties, exacerbating ethnic tensions and increasing violence.
- Humanitarian intervention can also have the disadvantage of hindering the efforts of humanitarian aid workers and NGOs. For example in Yemen food crisis.
- Humanitarian intervention by global powers further politicises their work in the eyes of local people by associating it with foreign troops, and NGOs can become targets, which endangers their lives.
- Often interveners are too focused on securing a short-term end to the conflict rather than providing long-term reconstruction to prevent future violence.
- When nations send their military forces into other nations' territory, it is rarely if ever for "humanitarian" purposes. They are typically pursuing their narrow national interest grabbing territory, gaining geo-strategic advantage, or seizing control of precious natural resources.
- Leaders hope to win public support by describing such actions in terms of high moral purposes bringing peace, justice, democracy and civilization to the affected area. In the era of colonialism, European governments all cynically insisted that they acted to promote such higher commitments the "white man's burden," "la mission civilisatrice," and so on and so forth.

Conclusion

Be it solidarity and geostrategy, humanism and realpolitik, humanitarian intervention always involves two sides of the same coin that can either lead to salvation or abuse also often both. However, the international community should be working towards the establishment of a standing UN army for the purpose of humanitarian intervention to enforce the international law.

59. Religious conversions through charity is highly unethical. Do you agree? Substantiate your views.

Approach- Candidate is expected to define conversion and with the help of some examples answer can be approached. Way forward can be given by stating constitutional morality to guide our actions.

Introduction

Conversion has always been a topic that arouses, if not inflames our human emotions. After all, the missionary is trying to persuade a person to change his religious belief which concerns the ultimate issues of life and death, the very meaning of our existence.

Body

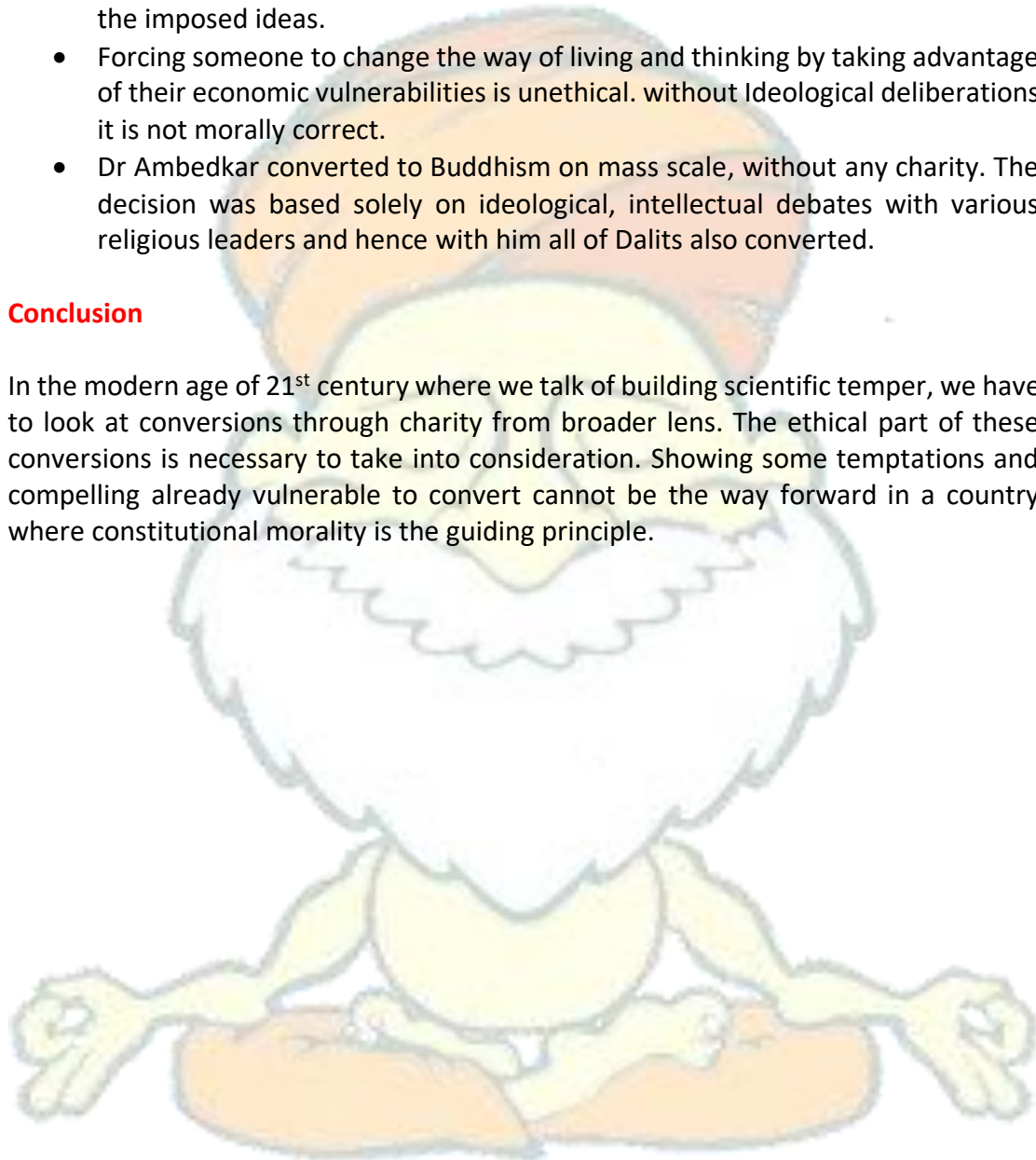
Ethics of religious conversions

- What is conversion in this context?- we have to discriminate between conversion or change of beliefs that happens in free human interchange in open discussion as opposed to organized conversion efforts that employ financial, media or even armed persuasion.
- What conversion through charity implies?- the missionary is usually denigrating the person's current belief, which may represent a strong personal commitment or a long family or cultural tradition, calling it inferior, wrong, sinful or even perverse.
- Such statements are hardly polite or courteous and are often insulting and derogatory. The missionary with charity in hand is not coming with an open mind for sincere discussion and give and take dialogue, but already has mind made up and is seeking to impose opinion on others, often even before he knows what they actually believe or do.
- There should be open and friendly discussion and debate about religion just as there is about science. But when one religion creates an agenda of conversion and mobilizes massive resources to that end, targeting unsuspecting, poor or disorganized groups, it is no longer a free discussion. If conversion is happening with the lure of charity it is a kind of ideological assault.
- Organized conversion efforts are quite another matter than the common dialogue and interchange between members of different religious communities in daily life, or even than organized discussions in forums or academic settings. Organized conversion activity is like a trained army of ideological warriors. This missionary army often goes into communities where there is little organized resistance to it, or which may not even be aware of its power or its motives.
- The missionary business remains one of the largest in the world and has enormous funding on many levels. It is like several multinational corporations with the different groups involved. There are full-time staffs and organizations allocating money, creating media hype, plotting strategies and seeking new ways to promote conversion.
- Constitution of India under article 25 gives fundamental right to freely profess, practise and propagate religion, subject to public order, morality and health.

- Religious faith is part of the fundamental right to privacy and supreme court has upheld the inviolability of the right to privacy equating it with right to life of dignity and liberty.
- As said in constitution right to propagate religion is subject to morality and public order. Conversions through charity takes advantage of communities which are underprivileged and marginalised. Taking advantage of their ignorance and ignoring their traditional practices they are compelled to accept the imposed ideas.
- Forcing someone to change the way of living and thinking by taking advantage of their economic vulnerabilities is unethical. without Ideological deliberations it is not morally correct.
- Dr Ambedkar converted to Buddhism on mass scale, without any charity. The decision was based solely on ideological, intellectual debates with various religious leaders and hence with him all of Dalits also converted.

Conclusion

In the modern age of 21st century where we talk of building scientific temper, we have to look at conversions through charity from broader lens. The ethical part of these conversions is necessary to take into consideration. Showing some temptations and compelling already vulnerable to convert cannot be the way forward in a country where constitutional morality is the guiding principle.



60. What are the emerging issues in corporate governance during the COVID-19 pandemic? Discuss.

Approach:

Discuss necessitates a debate where reasoning is backed up with evidence to make a case for and against an argument and finally arriving at a conclusion. So discuss emerging issues in corporate governance during the COVID-19 pandemic.

Introduction:

Since the onset of Covid-19, corporate boards have faced a string of difficult decisions. Take as an example the question of dividend payments: Ordinarily, the decision would be a relatively straightforward matter of applying a stated dividend policy, following past practice, or choosing an amount based on shareholder expectations and the company's earnings for the period. But this year, with Covid-19 decimating the economy and looming uncertainty about the depth and duration of the crisis, the decision became a complex matter of weighing and balancing multiple factors — at least for companies flush enough to consider it at all.

Body:**The emerging issues in corporate governance during the COVID-19 pandemic:**

- The new environment is characterized by an increasingly complex set of pressures and demands from various stakeholder groups, heightened. These factors are complicating board decision-making and challenging the shareholder-centric model of governance that has guided boards and business leaders for the past several decades.
- The pandemic has brought home the tight connection between business and society, and underscored the threat posed by risks stemming from large-scale societal problems that proponents of the shareholder model have traditionally regarded as outside the purview of business. The pandemic has shown that, theory aside, companies cannot so easily disconnect themselves from society-at-large.
- In the face of Covid-19, some companies struggled because their customers disappeared. Others saw their workforce reduced to a skeleton crew of essential employees. Still others grappled with supply chain disruptions, unsustainable debt, or insufficient capital to fund their operations.
- In the wake of Covid-19, boards will likely face increased pressure to incorporate stakeholder perspectives and voices, especially those of employees, into their oversight and decision processes. They will also be challenged to show that the company is performing well for all its stakeholders. External pressure aside, boards that have learned from Covid-19 will want to do this for their own purposes.
- The pandemic has laid bare glaring disparities in pay across society and within companies.
- It also has brought to the surface several problems with the shareholder model's traditional pay-for-performance paradigm, most notably its indifference to issues of equity (in the sense of fairness, including across

gender and race) and to externalities such as impacts on third parties and the environment.

Conclusion

Whether Covid-19 is truly an inflection point for corporate governance is yet to be seen, but there is no doubt that the pandemic has challenged core premises of the agency-based model of governance in ways that have important implications for boards. In the flurry of Covid-inspired activity, it is important that boards not lose sight of their central functions as governing bodies of the companies they serve.



61. How does probity lead to good governance? Illustrate.

Approach:

Since the question is asking you to illustrate it mean you have 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.

Introduction

Probity is a high standard of correct moral behaviour. It literally means a complete and confirmed integrity; having strong moral principles. It is the presence of procedural integrity with high standards of ethical behaviour. It is vital for executing the governance system and socio-economic development. It lead to good governance by adhering to ethical and moral values like honesty, Integrity, rectitude, uprightness etc.

Body

PROBITY LED TO GOOD GOVERNANCE IN THE FOLLOWING WAYS:

- Probity is usually regarded as being incorruptible. It preserves public confidence in government processes.
- Probity is a crucial feature of governance which endows government to act ethically and perform its duty as per the norms only.
- It is significant for the government to follow the rules and regulations as well as adopt policies of impartiality, to gain confidence from the public.
- When government becomes its system streamline as well as transparent, then the public and government employees concerned to it follow the same criterion. Hence, no corruption, fraud, and irresponsibility will happen.
- Probity goes further than the avoidance of being dishonest because it is determined by intangibles like personal and societal values.
- It ensures accountability in governance and integrity in public services
- It includes sharing information to the public by putting information in the public domain thus bringing in good governance.
- The dictionary meaning of probity refers to integrity, trust, character, justice, honesty, rectitude and uprightness.
- it helps build up the legitimacy of the system, i.e., the state. It builds trusts in the institutions of the state and a belief that the actions of the state will be for welfare of the beneficiaries.
- It helps in checking the abuse and misuse of power by various organs of government such as magistracy, police and all other providers of public service

Conclusion

Probity in governance is an essential and vital requirement for an efficient and effective system of governance and for socio-economic development. An important requisite for ensuring probity in governance is absence of corruption. The other requirements are effective laws, rules and regulations governing every aspect of public life and, more important, an effective and fair implementation of those laws,

etc. Indeed, a proper, fair and effective enforcement of law and probity is a facet of good governance.



62. What are the foundational principles of an efficient and ethical public service? Explain with the help of suitable examples.

Approach- Question is straight forward, candidate can explain the principles necessary for public service and then with the help of suitable examples and quotes, answer can be concluded.

Introduction

Principles which guide the judgement and help civil servant take decision in public life. These are essential to work in public life. A civil service with strong service values cannot be pressurized easily. She/ He is incorruptible and dutiful. Strong value system helps in transparent functioning, equitable resource distribution, respect for diversity.

Body

Foundational principles of public service

Nolan committee was set up in Britain which enquired into the standards of public life and government functioning in Britain. It suggested 7 principles as essential for bureaucracy. 1) Honesty 2)Accountability 3) Leadership 4) Openness/Transparency 5) Objectivity 6) Integrity 7) Selflessness.

- Honesty-An act of being truthful in one's conduct and speech can be called honesty. Civil servant should provide her unbiased and rational views to political executives. She must not indulge in 'intellectual dishonesty' for personal gains like promotion of plum posting. Civil servant should not be a 'yes man'. Sardar Patel expected complete honesty from all India services.
- Accountability refers to the process as well as norms that make decision makers answerable to ones for whom decisions are taken i.e., the decision maker and the beneficiary.
- A leadership based on power-sharing and participatory decision making can be more engaging and democratic. Power-sharing not only builds trust between the leader and the community but it also effectively grooms the next line of leadership. With participatory decision making the leadership can develop and strengthen mutual respect among the diverse perspectives found in a community.
- Transparency in administration are sine qua non of participatory democracy. Government secrecy fosters disbelief of government on the part of the citizens and transparency eliminates the wall of secrecy built against the common people by those holding power.
- Objectivity-Ability to take decision based on facts and evidence and not perceptions, imagination or emotions. This is one of the most important trait for ethical and efficient public service.
- Integrity-It reflects quality of being honest and having strong moral principles. It reflects adherence to ethical code with incorruptible virtues, uprightness and honesty.

- As per Ministry of Personnel, Integrity is defined as 'Consistently behaves in an open, fair and transparent manner, honours one's commitments and works to uphold public service values.
- Selflessness-The basis of one's action or decisions is not self-interest rather public interest. Motive of duty should be driving factor and not motive of reward. Principle of Nishkama Karma must be followed. Civil servant will have to work under different governments and therefore this quality is highly important and essential to solve ethical dilemmas.

What are the essential principles in Indian context?

- Courage of Conviction- It is courage to take right action and to stand by its consequences. Civil servant should not only have courage to speak truth but also to take right action. This quality is especially tested when others are taking an easy path and one feels isolated. For example Abolition of privy purse was a bold decision by Indira Gandhi which sought to bring equality in society. It demonstrates this quality of her.
- Impartial behaviour- India is a diverse country. It is a multicultural society. There should not be any discrimination on the basis of caste, colour, creed, religion, sex etc. Law is above everyone. There should not be any bias against rich or poor.

Conclusion

Voltaire said, "with greater power comes greater responsibility". Whether it is a civil servant or public representative, both are entitled with power in their hands to execute the responsibility of public service. Principles stated above are essential for effective and ethical delivery of public services and to ensure that redistributive justice happens with the sense of fairness.

63. Should a public servant follow the philosophy of utilitarianism? Critically comment.

Approach

The candidate needs to critically comment on the aspect of a public servant following the philosophy of utilitarianism, along with proper substantiation.

Introduction

John Stuart Mill defines utilitarianism as a philosophy in ethics which means that an action is right in proportion as they tend to promote happiness; wrong as they tend to produce the reverse of happiness. Happiness is intended pleasure and absence of pain. For a civil servant, the philosophy calls for an action that bring greatest happiness to greatest number of people.

Body

Proponents like Jeremy Bentham have argued that utilitarianism ensures objectivity, quick decision making and brings welfare to maximum number of people. In this light, many consider that public servants should follow the philosophy of Utilitarianism due to the following factors –

- Following principle of greatest happiness for the greatest number of people help civil servants stick to policy implementation in true spirit as most of the policies are made based on utilitarianism principle.
- Most of the policies are done in the spirit of bringing greatest happiness to the greatest number of public. E.g. Aadhar is made mandatory in public distribution system in spite of it having error up to 1% and some may suffer due to this.
- It is right as far as upholding public order. E.g. A district collector ordering preventive arrests ahead of possible communal clashes is for the greater good though it affects negatively some of the sections of the society.
- To safeguard the security, unity and national integrity. E.g. the restrictions imposed in Jammu and Kashmir though it affects some of the fundamental rights of the citizens.
- It sets a precedent and a standard in decision making which can be used to take timely decisions. E.g. imposition of sec.144 in larger public interest.

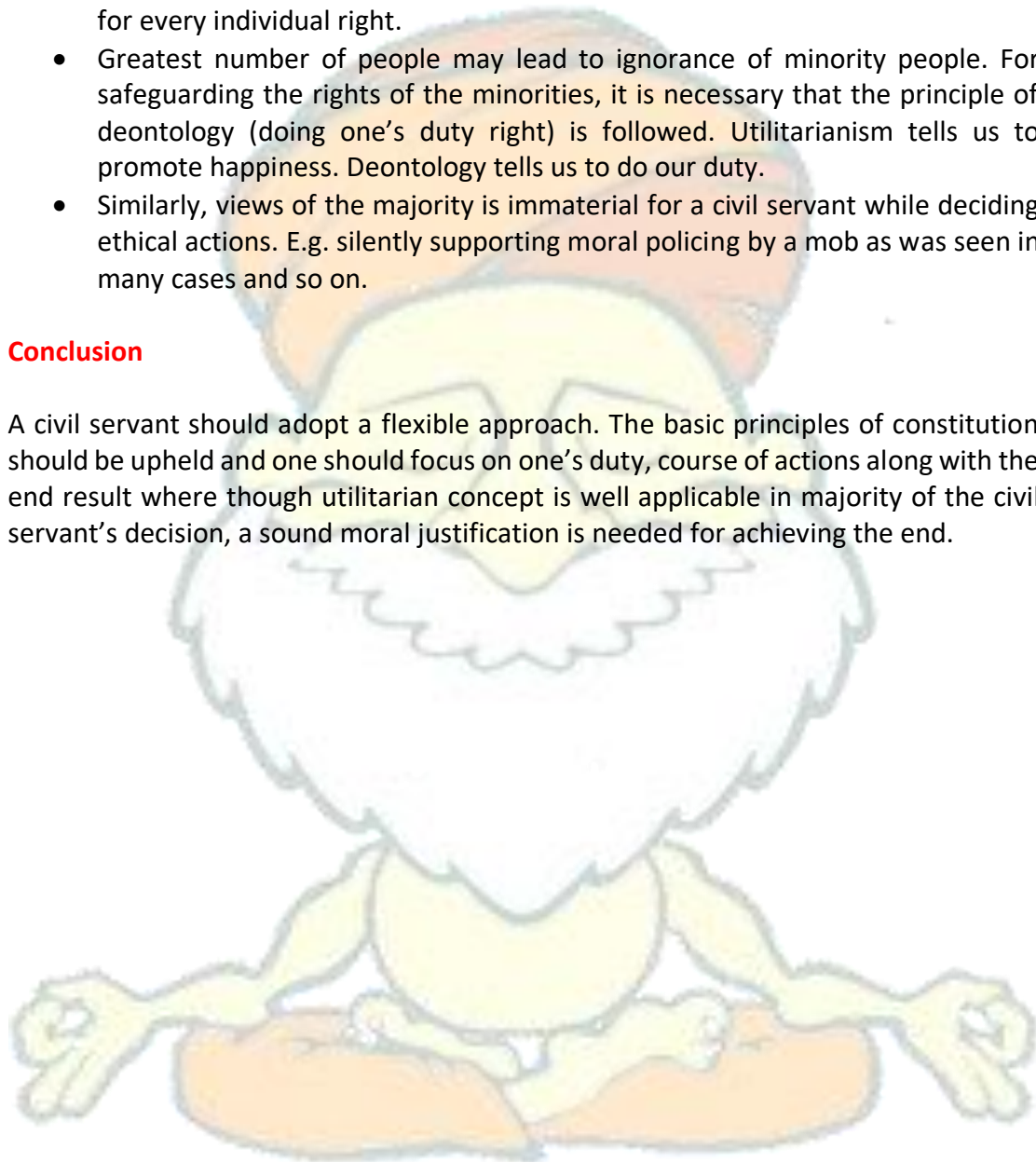
However, utilitarianism philosophy is not suitable in the action of a civil servant in every instance. A civil servant serves every section – majority and minority which might be compromised if the utilitarianism philosophy is followed in every situation.

- E.g. Bringing down of illegal shops run mostly by poor on road sides is in line with policy and also is good for maximum of people. However, keeping in mind, the livelihood needs of the poor, the demolition process should be such that enough time is provided to the poor so as to shift and if possible, be provided with an alternative.

- Further, Human rights are usually said to be inalienable and universal, and some even believe that they are absolute. A civil servant has to uphold individual rights along with welfare of the public though it goes against utilitarian concept.
- E.g. Homosexuality was a criminal offence until recently who may form a minority and considering the views of majority which is against homosexuality, it is ethical. However, for a civil servant it is not because he/she is responsible for every individual right.
- Greatest number of people may lead to ignorance of minority people. For safeguarding the rights of the minorities, it is necessary that the principle of deontology (doing one's duty right) is followed. Utilitarianism tells us to promote happiness. Deontology tells us to do our duty.
- Similarly, views of the majority is immaterial for a civil servant while deciding ethical actions. E.g. silently supporting moral policing by a mob as was seen in many cases and so on.

Conclusion

A civil servant should adopt a flexible approach. The basic principles of constitution should be upheld and one should focus on one's duty, course of actions along with the end result where though utilitarian concept is well applicable in majority of the civil servant's decision, a sound moral justification is needed for achieving the end.



64. What can be the consequence of lack of probity in institutions of governance? Analyse.

Approach:

Candidates are expected to write about the probity and then analyse the consequences of lack of probity in institutions of governance.

Introduction

Probity in governance is basic requirement for successful operation of governance and for socio-economic growth of country. It is defined as a risk management approach ensuring procedural integrity. It is concerned with procedures, processes and systems rather than outcomes.

Body

Probity in governance:

- Probity is the act of strict adherence to the highest principles and ideals (integrity, good character, honesty, decency) rather than avoiding corrupt or dishonest conduct. It balances service to the community against the self-interest of individuals.
- An important requisite for ensuring probity in governance is absence of corruption. The other requirements are effective laws, rules and regulations governing every aspect of public life and, more important, an effective and fair implementation of those laws, etc. Indeed, a proper, fair and effective enforcement of law is a facet of discipline.

There are several objectives of probity of governance that are mentioned below:

- To ensure accountability in governance;
- To maintain integrity in public services;
- To ensure compliance with processes;
- To preserve public confidence in Government processes;
- To avoid the potential for misconduct, fraud and corruption.

Consequence of lack probity in institutions of governance:

- The absence of integrity and probity in institutions is manifested in corruption which in turn increases the gap between the haves and the have nots and also helps promote counter violence by disadvantaged groups.
- Unfortunately, there is mounting documented evidence by credible organisations such as Transparency International that those in power in government institutions often tend to misuse their power for narrow partisan reasons and thereby inflict immense and at times, irreparable, damage to society and their systems. This trend necessitates the recourse to legislative and legal routes to prevent and punish such kind of dangerous trends.
- The continuing high levels of corruption and poverty plaguing many of the world's societies amount to an ongoing humanitarian disaster and cannot be tolerated. Stemming corruption requires strong oversight through Parliament, law enforcement, independent media and a vibrant civil society. When these institutions are weak corruption spirals out of control with horrendous consequences for ordinary people and for justice.

- This is wherein the general public responsibility and private interests of a Board or staff member can be in conflict due to lack of probity which results in their personal interest unreliably influencing their duties and needs.
- Further, lack of probity in the Public Distribution System (PDS) and the welfare schemes for the poor including Scheduled Castes (SCs) and Scheduled Tribes (STs) affects the public service delivery.
- It is well-known that a substantial portion of grain, sugar and kerosene oil meant for PDS goes into black-market and that hardly 16% of the funds meant for STs and SCs reach them. This leads to growth of disenchantment with the system.
- Public procurement or government procurement is an important activity for all countries. In India, estimates of public procurement vary between 20% of GDP to 30% of GDP. While the existence of a strong legislation is a necessary means to ensure probity in public procurement, legislation alone cannot address the deviations that occur at a practical and grassroot level.

Lack of probity in governance has become one of the biggest menaces to society. To inculcate probity & adherence to ethical practices among them certain strides could be taken:

- A dedicated unit to oversee violations of Code of ethics & Code of conduct by government officials be set up both at state and centre level.
- Apart from laws and policies, the government should also focus on bringing behavioural change in government employees so that they can easily empathize with the problem of masses.
- Mandatory Social Audit of all government programs, for example: Meghalaya has passed a law for social audit of government programs.

Conclusion

Probity in Governance additionally elucidates that rather than the conventional civil service values of performance, integrity and patriotism, it's vital for civil officials to adopt as well as undertake ethical and integrity values, which includes respect for human rights, morality in public life and compassion for the downtrodden and dedication to their welfare.

65. Explain the correlation between good governance and dedication to public service.

Approach- Candidate can define what is good governance and dedication to public service. With the help of suitable examples correlation between the same can be stated.

Introduction

Governance is "the process of decision-making and the process by which decisions are implemented (or not implemented)". Good governance is a way of measuring how public institutions conduct public affairs and manage public resources in a preferred way.

Body

What is dedication to public service?

- Dedication is the quality of being dedicated or committed to a task or purpose, thought or action. Dedication can also be said to be commitment with passion. It has emotion attached with it.
- 'Dedication to public service' refers to keeping public good above all and working for it even in adverse condition.
- Dedication implies a level of mastery. It is the point at which you no longer need to apply discipline because your creative work flows out of your own organic desire to do that work.
- In developing countries like India civil servants need not only perform maintenance but they also play an important role in socio economic development of the country.
- Dedication to public service involves integrating yourself with the idea of public good and public interest. Single minded relentless pursuit of public good is there. If a civil servant is dedicated his sense of duty is integrated with the responsibility which has been given to him. A dedicated person will remain motivated even if the task given to him is not exciting and unwanted.

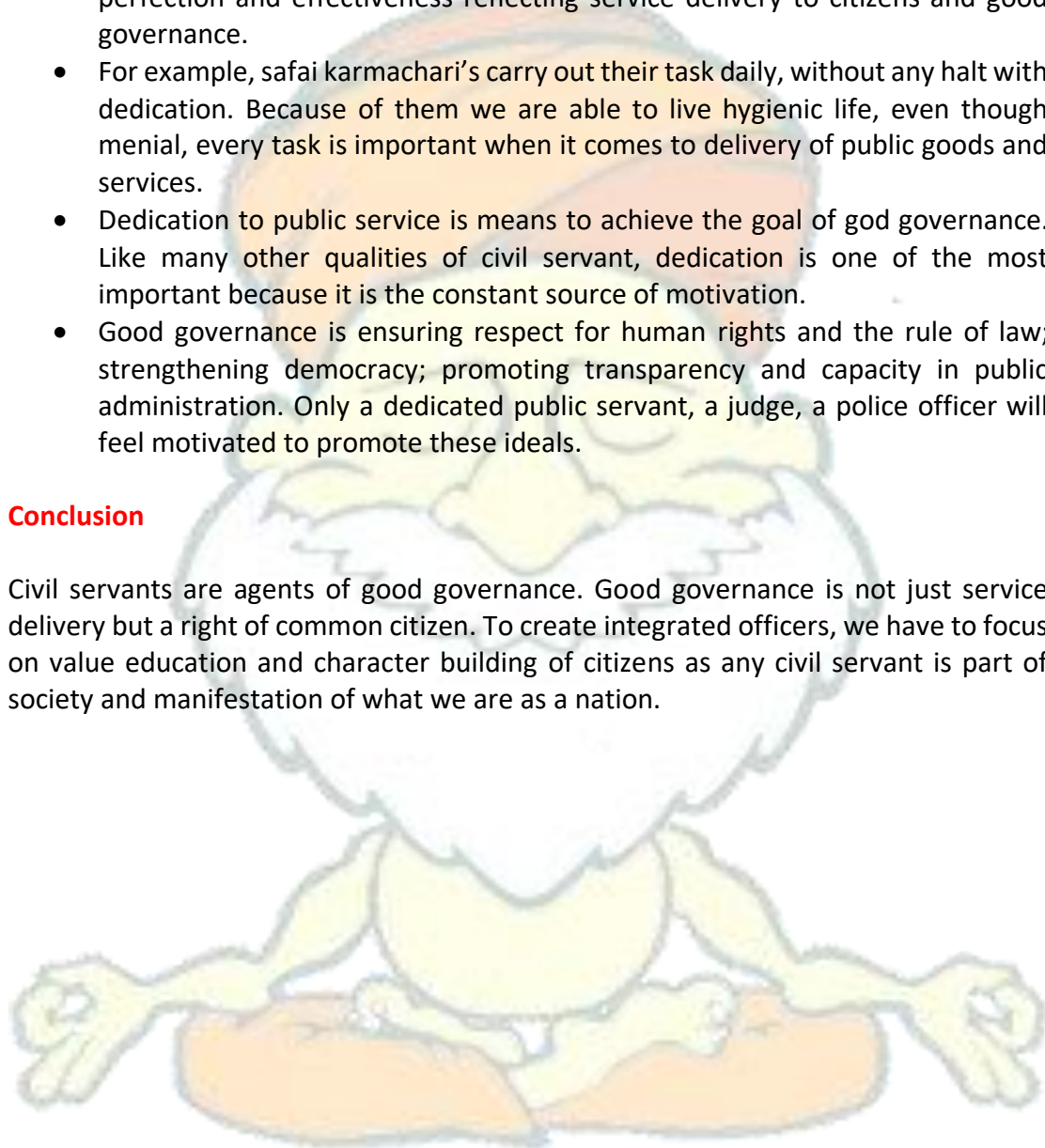
Relation between good governance and dedication to public service

- Once Dr. Sam Pitroda, said that "Biggest tragedy of our nation is that the best minds of this country are busy solving problems of the rich who in reality don't have any problem, while the poor, vulnerable and needy are left uncared for!"
- Dedication ensures that the sense of duty becomes an end in itself. It is not dependent upon the nature of assignment given to a civil servant.
- A true civil servant ensures that no policy or action is taken at the cost of the welfare of public at large. Devoted to public service is what ensures an officer to oversee a credible and efficient policy formulation and implementation.
- Since governments carry out with goals like the provision of public goods to its citizens, there is no better way to think about good governance other than through deliverables, which are precisely the one demanded by citizens, with someone dedicated to public service will effectively carry out the goals of good governance.

- Similarly, good governance might be approximated with provision of public services in an efficient manner, higher participation given to certain groups in the population like the poor and the minorities, the guarantee that citizens have the opportunity of checks and balances on the government, the establishment and enforcement of norms for the protection of the citizens and their property and the existence of independent judiciary systems.
- A person with integrity and dedication will carry out even the menial task with perfection and effectiveness reflecting service delivery to citizens and good governance.
- For example, safai karmachari's carry out their task daily, without any halt with dedication. Because of them we are able to live hygienic life, even though menial, every task is important when it comes to delivery of public goods and services.
- Dedication to public service is means to achieve the goal of good governance. Like many other qualities of civil servant, dedication is one of the most important because it is the constant source of motivation.
- Good governance is ensuring respect for human rights and the rule of law; strengthening democracy; promoting transparency and capacity in public administration. Only a dedicated public servant, a judge, a police officer will feel motivated to promote these ideals.

Conclusion

Civil servants are agents of good governance. Good governance is not just service delivery but a right of common citizen. To create integrated officers, we have to focus on value education and character building of citizens as any civil servant is part of society and manifestation of what we are as a nation.



66. How does information sharing lead to better outcomes? Illustrate.

Approach- Candidate is expected to discuss how information sharing can lead to better outcomes. Suggestions can be given to improve the information sharing mechanism in the second half.

Introduction

Information is fundamental need of humans to perform various tasks. It has been found that the ability to seek, receive and circulate information is crucial to secure human rights. An information-driven society leads to transparency and accountability. Transparency upholds accountability and delivers information for peoples about the activities of Government.

Body

Role of information sharing

- **Fighting corruption:** By reducing the secrecy in which decisions are taken and disclosure of the information and thereby transparency increases. This helps in fighting corruption and its various evil faces.
- **Reduce Information Asymmetry:** To ensure that every citizen is able to access the credible and right information which helps in his overall development.
- **Making governments more efficient:** The responsibility of the governments increases as they have to be accountable to people about their decisions. This brings in the true essence of democracy which enables citizens to more fully participate in public life. The public trust and the credibility of the government will increase.
- **Empowerment of citizens:** Helps persons exercise their fundamental human rights and fight in case it is impinged.
- **Strengthening operations:** To strengthen institutions, modernize the public administration and address civil unrest.
- The words of Sir Francis Bacon — “Knowledge is power” — aptly bring out the essence of the importance of Information. Information sharing is the key to the Government’s goal of delivering better, more efficient public services that are coordinated around the needs of the individual.

What can be done to increase role of information sharing

- **Effective use of Media – print, electronic** to reduce the information asymmetry. Increasing the data protection standards to safeguard the privacy of individuals.
- The role of the Centre/State Government is to facilitate the Public Authorities in the implementation of the Act. This can happen through providing support to Public Authorities for training, development of software applications, e-Training modules, generating awareness amongst citizens etc.
- **Social Audit** as a tool for information sharing and transparency in rural employment programmes should be promoted.
- **E-Governance** as a tool at all levels of governance should be adopted to curb corruption, increase transparency and accountability.

- The benefits of setting up regional offices far outweigh the initial capital costs involved in setting them up. So there is a need to set up regional offices to reduce the geographical reach issues.
- Repealing of the Official Secret Act as iterated by 2nd ARC. Introducing an oath of transparency for bureaucrats and politicians.
- Formation of a strong civil society – better informed society leads to civil society which keeps checks on arbitrary power of govt.

Conclusion

Information sharing starts a two way dialogue process where government and civil society participates for better outcomes. Information dissemination improves transparency and accountability empowering marginal beneficiaries and improving quality of services.



67. Discuss the ways in which adherence to codes of ethics lead to positive behavioural changes.

Approach

Since the question is asking you to discuss hence it necessitates a debate where reasoning is backed up with evidence to make a case for and against an argument and finally arriving at a conclusion.

Introduction

A code of ethics and professional conduct outlines the ethical principles that govern decisions and behaviour at a company or organization. They give general outlines of how employees should behave, as well as specific guidance for handling issues like harassment, safety, and conflicts of interest.

Body

THE WAYS IN WHICH ADHERENCE TO CODES OF ETHICS LEAD TO POSITIVE BEHAVIOURAL CHANGES

- A code of ethics sets out an organization's ethical guidelines and best practices to follow for honesty, integrity, and professionalism.
- Overall, evidence on the impact of codes of ethics on behaviour from a rapid review was found to be consistent and broadly positive. Laboratory and field experiments reviewed showed codes can encourage people to behave with integrity.
- People who are ethical are trustworthy, have respect for others and take responsibility for their actions or their inaction. They are fair, and they care about others and the outcome for the business.
- Ethical people do the right thing, even when it isn't convenient. Making a mistake at work can cost a person a job, so it's natural for people to try to avoid responsibility when they make a work mistake. Ethical employees understand the importance of solving problems, and although it might not be easy to own up to a mistake, an ethical employee realizes that owning up to a mistake is the fastest way to resolve a situation, and to learn better skills. This becomes a trait that employers seek.
- A code of ethics is broad, giving person a general idea of what types of behaviour and decisions are acceptable and encouraged at a business or organization. A code of conduct is more focused. It defines how a person should act in specific situations.
- Code of ethics teaches a person to be respectful, considerate, inclusive, etc thus bringing positive change in his behaviour.

Conclusion

Having a code of ethics holds a different level of importance for people, but there are clear advantages to creating a personal code of ethics. Since personal beliefs are usually the foundation for an individual's code of ethics, they may refer to it when they are morally unsure about a situation. Their code of ethics can guide to steer them toward an action or opinion that aligns with what they believe on a fundamental level. A code of ethics reinforces individual values and can provide clarity and strength to follow the path they believe is best.



**68. What are the challenges in enforcing model code of conduct during elections?
Discuss.**

Approach:

The student is expected to define MCC shortly and then write down the challenges in enforcing the model code of conduct. He should briefly conclude with a way forward.

Introduction:

The Model Code of Conduct (MCC) is a document from the Election Commission of India that lays down the minimum standards of behaviour for political parties and their candidates contesting elections, by defining their dos and don'ts in the electoral battle.

It ensures that the party in power doesn't gain an unfair advantage and free and fair elections can be conducted. However, the emergence of social media and other online platforms has posed challenges for the effective implementation of the Model Code of Conduct.

Body:

The MCC is not enforceable by law. However, certain provisions of the MCC may be enforced through invoking corresponding provisions in other statutes such as the Indian Penal Code, 1860, Code of Criminal Procedure, 1973, and Representation of the People Act, 1951. The Election Commission has argued against making the MCC legally binding; stating that elections must be completed within a relatively short time (close to 45 days), and judicial proceedings typically take longer, therefore it is not feasible to make it enforceable by law.

On the other hand, in 2013, the Standing Committee on Personnel, Public Grievances, Law and Justice, recommended making the MCC legally binding. In a report on electoral reforms, the Standing Committee observed that most provisions of the MCC are already enforceable through corresponding provisions in other statutes, mentioned above. It recommended that the MCC be made a part of the Representation of the People Act, 1951.

According to the EC, the code states that the party in power — whether at the Centre or in the States — should ensure that it does not use its official position for campaigning. Ministers and other government authorities cannot announce financial grants in any form. No project or scheme which may have the effect of influencing the voter in favour of the party in power can be announced, and Ministers cannot use official machinery for campaign purposes.

- Jurisdiction issues: Digital companies like Facebook are run by companies located overseas. Holding them accountable has been difficult for Indian agencies. EC will face a similar challenge in preventing MCC violations.
- Fake News: Digital media is a potent source of unverified and deliberate fake news. EC lacks resources as well as surveillance capacity to implement and punish the violation of MCC.

- Difficult to Identify Perpetrator: Most of the information during elections is targeted through the algorithm of [online] platforms to push in much more subtle marketing messaging blended with political canvassing,
- Unregulated Nature of Digital Media: All the current measures in place to regulate elections online are being implemented based on voluntary commitments made by online platforms. So, there are no legally binding obligations on, for instance, Facebook or Twitter to take certain actions and there are no penalties prescribed for failing to do so.

Conclusion:

In 2015, the Law Commission in its report on Electoral Reforms, noted that the MCC prohibits the issue of advertisement at the cost of public exchequer in newspapers/media during the election period. However, it observed that since the MCC comes into operation only from the date on which the Commission announces elections, the government can release advertisements prior to the announcement of elections. It noted that this gives an advantage to the ruling party to issue government sponsored advertisements that highlights its achievements, which gives it an undue advantage over other parties and candidates. Therefore, the Commission recommended that a restriction should be imposed on government-sponsored advertisements for up to six months prior to the date of expiry of the House/Assembly. However, it stated that an exception may be carved out for advertisements highlighting the government's poverty alleviation programmes or any health related schemes.

69. What are the key elements of a good work culture? Why is it important? Analyse.

Approach

The candidate needs to elaborate upon the key elements of a good work culture in the first part of the answer while in the second part, analysing the importance of good work culture is the demand.

Introduction

Work culture consists of the values, norms, and behaviour of the people working within an organization and the meaning they attach to their actions and beliefs. Desirable work culture includes shared institutional values, priorities, rewards and other practices fostering inclusion.

Body

An organization is said to have a strong work culture when the employees follow the organization's rules and regulations and adhere to the existing guidelines. Work culture plays an important role in extracting the best out of employees and making them stick to the organization for a longer duration. In this regard, the key elements of a good work culture include –

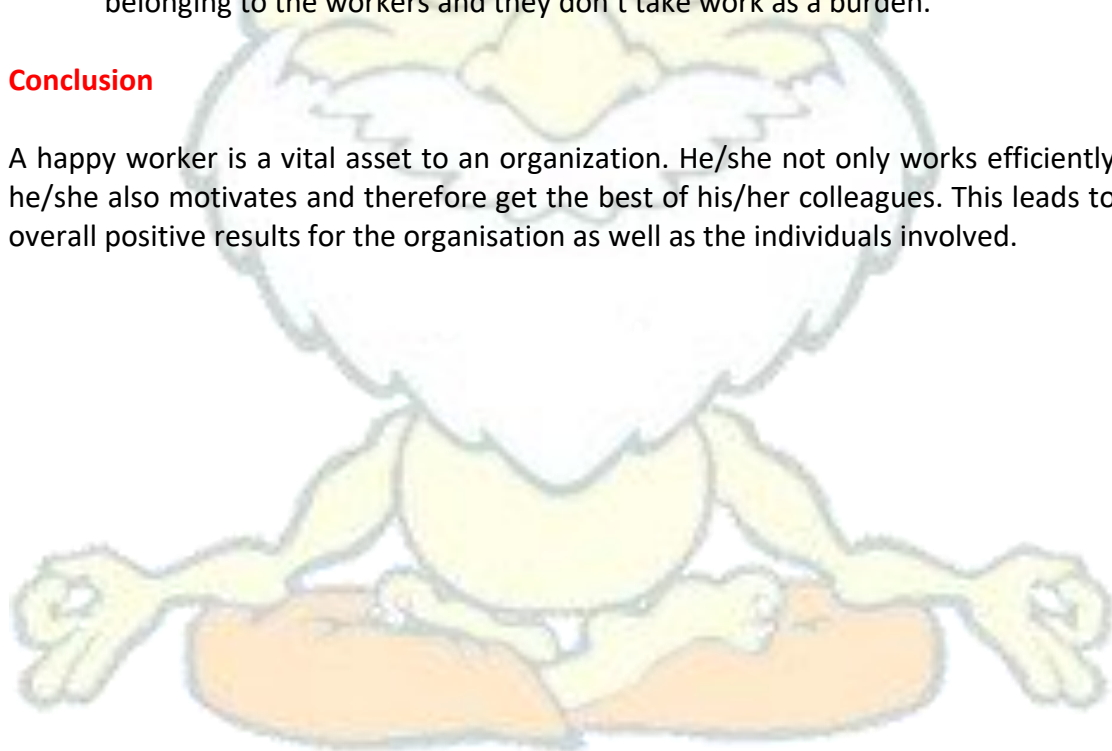
- **Organizational Clarity:** The degree to which the goals and plans of the organization are clearly perceived by its members rises in proportion to the employees' feelings of involvement in the goal-setting and planning procedures.
- **Strong Team Spirit:** As social beings, we naturally seek support from our peers and seek to belong to a group. Come tough times, the team should come together to deal with whatever problems are out there. This is where a sense of unity is evoked in the team.
- **Human Resource Development:** Provide opportunities within the organization for people to develop to their full potential. How honourably the company acts in tough situations will do much to determine whether or not it has a culture of success.
- **Decision-Making Structure:** The main purpose of structure is to facilitate decision making, not to develop new organizational charts and lines of authority. A free flow of information for decision making throughout the organization allows positive outcomes.
- **Transparency** is essential at all levels for better relationships among employees and a healthy work culture. Manipulating information and data tampering must be a strict no at the workplace. Organization must have employee friendly policies and practical guidelines.
- Employees must be cordial with each other. Backbiting is considered strictly unprofessional and must be avoided for a healthy work culture. One gains nothing out of conflicts and nasty politics at work.
- Each employee should be treated as one. Partiality leads to demotivated employees and eventually an unhealthy work culture. Employees should be judged only by their work and nothing else.

Consequently, the importance of a good work culture can be seen from the following points –

- **Increases Productivity and Quality:** Transparency, responsibility, unbiased are underpinnings of good work culture. These will enable individuals and teams to become self-organized which in turn improves quality and productivity.
- **Transparency, innovation and discipline:** Healthy work culture promotes transparency, innovation and discipline in an organisation.
- **Reduced Conflicts:** Good work culture promotes effective communication and helps in reducing conflicts among individuals/team during work.
- **Sustainable Work:** Good work culture includes peer respect, recognition of hard work, and freedom to bring new ideas (innovation). These will help in long term prospects of the organization.
- **Effective Communication:** Healthy work culture provides a platform for effective communication among the verticals and horizontals of the organisation which helps in getting work done effectively.
- Fixed norms bring a uniformity in the working style of people and it is explicitly clear what an organization expects from its workers. It gives a sense of belonging to the workers and they don't take work as a burden.

Conclusion

A happy worker is a vital asset to an organization. He/she not only works efficiently he/she also motivates and therefore get the best of his/her colleagues. This leads to overall positive results for the organisation as well as the individuals involved.



70. How will you design the citizen charter of a space organisation?

Approach:

Candidates are expected to write about citizen charter and also write about how they will design a citizen charter of space organisation.

Introduction

It has been recognised world over that good governance is essential for sustainable development, both economic and social. The three essential aspects emphasised in good governance are transparency, accountability and responsiveness of the administration. Citizens' Charters initiative is a response to the quest for solving the problems which a citizen encounters, day in and day out, while dealing with the organisations providing public services.

Body

Citizen charter in India:

- The Right of Citizens for Time Bound Delivery of Goods and Services and Redressal of their Grievances Bill, 2011 (Citizens Charter) seeks to create a mechanism to ensure timely delivery of goods and services to citizens. It requires every public authority to publish a CC within six months of the commencement of the Act and levies a penalty of up to Rs 50,000 for failure to render services.
- Basically a set of commitments made by an organization regarding the standards of service which it delivers. It comprises of the Vision and Mission Statement of the organization, stating the outcomes desired and the broad strategy to achieve these goals and outcomes. Clearly states what subjects it deals with and the service areas it broadly covers.

The basic objective of the Citizens Charter is to empower the citizen in relation to public service delivery. Citizen charter for space organisation can be designed by keep in mind Six principles of the Citizens Charter movement as originally framed, were:

- Quality: Improving the quality of services.
- Choice : Wherever possible.
- Standards :Specify what to expect and how to act if standards are not met.
- Value: For the taxpayers money.
- Accountability : Individuals and Organisations.
- Transparency : Rules/ Procedures/ Schemes/Grievances.

Department of Administrative Reforms and Public Grievances in Government of India (DARPG) initiated the task of coordinating, formulating and operationalising Citizens' Charters. With keeping in mind the guideline of DARPG we can formulate charter for space organisation such as:

- Vision and Mission Statement of the space institute. For example Harness space technology for national development, while pursuing space science research and planetary exploration.
- Details of business transacted by the organisation.
- Details of client with whom organisation engage. Like User Ministries/Departments of the Central Government viz., Ministry of

Information and Broadcasting, Department of Telecommunications, India Meteorological Department. Remote Sensing Agencies in State Governments and Union Territories. Quasi Government Organisations, NGOs and the Private Sector for developmental purposes through satellite imaging. Educational institutions in promotion of research and development in space science and technology.

- Activities of organisation for example Remote Sensing Programme for application of satellite imagery for various developmental purposes. Research and Development in Space Sciences and Technology for serving the end of applying them for national development.
- How tender in the space organisation is allowed what all specific requirements will there to fulfil tender criteria.
- Details of services provided to each client group.
- Details of grievance redress mechanism and how to access it by any individual or any organisation. Public grievances portal can be developed. Whom to contact for example Joint Secretary, Public Grievances Officer & Chief Vigilance Officer.
- Expectations from the clients to whom space institute is providing service.

Conclusion

However, it is observed that framing of effective charters is also an arduous task as it should be prepared in stages and such stages shall take into account all the important heads as mentioned above, so that it acts as an effective medium of information dissemination and receiving from it's service consumers. At the same time, citizens are required to participate by filing feedback or grievance redressal forms for better administration.

71. Is it the duty of the state to provide free vaccination to the population? Comment in the light of the ongoing debate over COVID vaccines.

Approach

Candidates are expected to write about vaccination, analyse whether state must provide free vaccinations. Also comment on ongoing debate over COVID vaccine.

Introduction

The Prime Minister of India said that India is entering a decisive phase of vaccination in the fight against COVID-19, with the approval of two made-in-India COVID-19 vaccines. The PM has also said that two vaccines are more cost-effective than any other in the world and that India's vaccine production & delivery capacity will be used to help all humanity in fighting this crisis.

Body

Duty of state to provide free vaccination –

- In the United States, the United Kingdom and Europe, vaccines are likely to be entirely free and administered publicly. However, given the tight fiscal situation, the Indian government faces the dilemma of whether to finance vaccinations publicly or privately.
- The government provided free vaccines to most prioritised beneficiaries including 1 crore healthcare and 2 crore frontline workers, in the first phase of covid-19 vaccination.
- Vaccinating everyone above 18 in the phase III of the inoculation drive will cost only about 0.36 per cent of the GDP, ratings agency India Ratings and Research said.
- In a move to boost the ongoing COVID-19 vaccination programme in the country, Finance Minister announced that Rs 35,000 crore (4.7 billion USD) will be provided towards the vaccines. However, it is unclear whether the vaccines will be provided free of cost to all citizens.
- The vaccine is being offered for free in order to encourage the community to take the vaccine and remove any financial impediment. Given the vaccine's huge impact on public health, it is reasonable to expect that the government makes it available free for all.
- While a free vaccine sounds appealing and should indeed be a government's prerogative in a pandemic, there are other responsibilities that also need to be taken care of India is staring at a zero or even negative growth rate through 2020.
- Lockdowns and slew of social distancing measures have also accelerated job losses, with CMIE reporting a loss of over 6 million jobs. Another fiscal stimulus is warranted and even recommended by IMF, with a focus on support for vulnerable groups, and support for businesses.
- While the option of doling out a free vaccine remains with the government, this promise cannot be made in a silo. Enough doses of any vaccine will not be

immediately available and vaccination would require prioritisation of recipients.

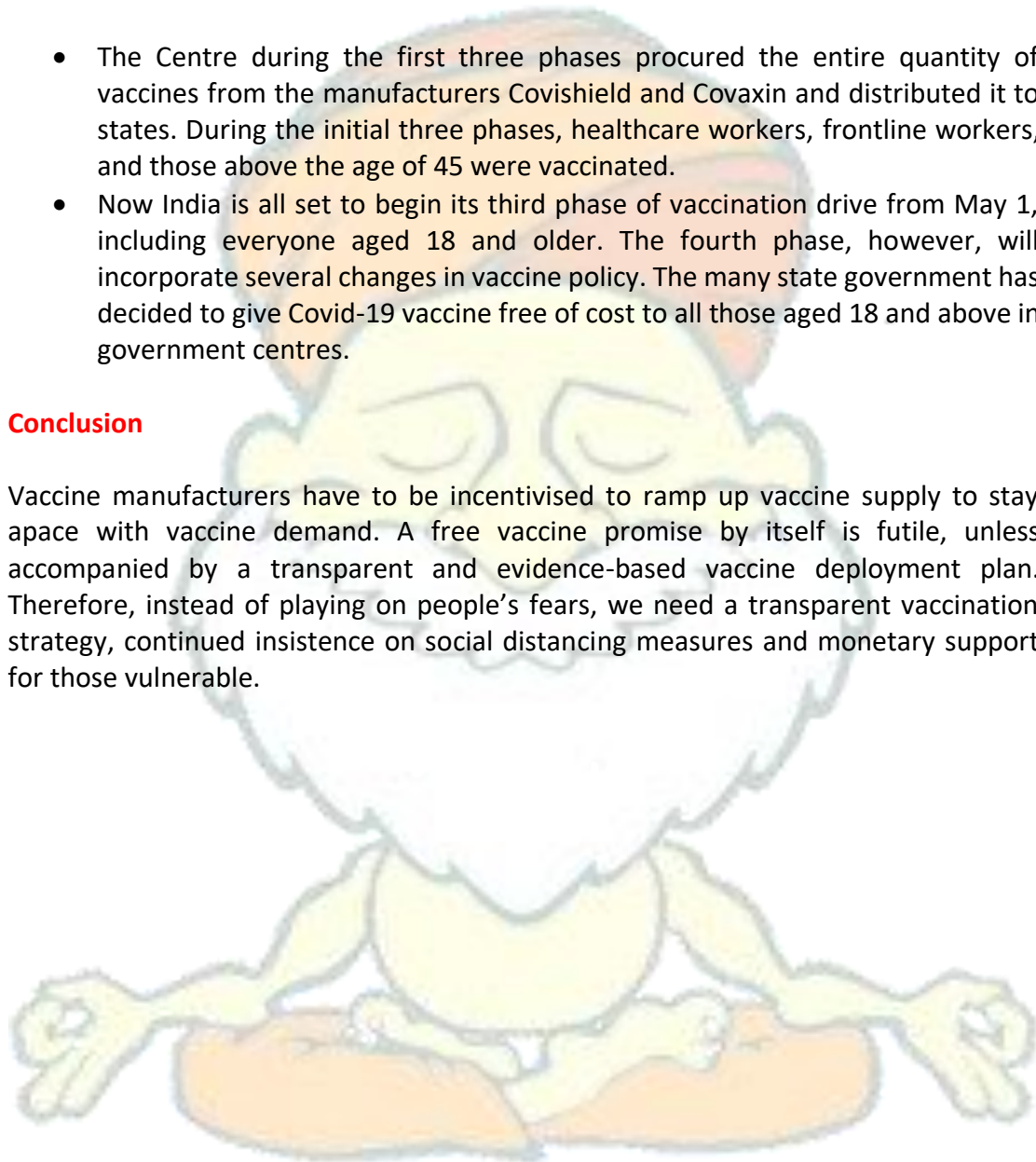
- Last mile delivery of vaccines has to be assured and will require investment. Post-market monitoring of vaccine performance has to be designed to quickly respond to any adverse events.

Current scenario –

- The Centre during the first three phases procured the entire quantity of vaccines from the manufacturers Covishield and Covaxin and distributed it to states. During the initial three phases, healthcare workers, frontline workers, and those above the age of 45 were vaccinated.
- Now India is all set to begin its third phase of vaccination drive from May 1, including everyone aged 18 and older. The fourth phase, however, will incorporate several changes in vaccine policy. The many state government has decided to give Covid-19 vaccine free of cost to all those aged 18 and above in government centres.

Conclusion

Vaccine manufacturers have to be incentivised to ramp up vaccine supply to stay apace with vaccine demand. A free vaccine promise by itself is futile, unless accompanied by a transparent and evidence-based vaccine deployment plan. Therefore, instead of playing on people's fears, we need a transparent vaccination strategy, continued insistence on social distancing measures and monetary support for those vulnerable.



72. Why do state led services falter in quality and efficiency? Critically analyse.

Approach

Candidate can give reasons why the state led service delivery is poor in quality and efficiency. In the second half measures to tackle the same can be given with suitable examples.

Introduction

Governing bodies often refuse to listen the voice of those they govern and take refusing to take accountability for their actions leads to bad governance. By ignoring the voice of those being governed, their opinions are no longer heard or taking into consideration by the governing body. This top down approach is reflected in poor service delivery and bad governance.

Body

Why state led services are bad in quality and efficiency?

- Democratic governments focus on accountability as a method to ensure the public understands what's happening and provides them a way to proceed when things go wrong. Weak accountability in turn causes a distrust between the two parties and government is no longer accountable to people to whom they are catering.
- This distrust and uncertainty creates an unfavourable relationship between the parties. As there is no incentive for the state to provide better services in absence of accountability quality of services is compromised.
- Bad Governance, is often considered to come hand in hand with corruption. Corruption occurs in many sectors ranging from political to economic environments. The existence of corruption within a governing body causes bad governance as the officials places their personal gains over others.
- Corruption creates a monopoly of few over others. As a result welfare schemes and services and the benefits coming out of it are exploited by few.
- In India security of tenure to government employees give them no incentive to perform better and get rewarded. The hierarchy of bureaucracy and the rigid steel frame put civil servants in a category where they are usually detached from ground reality.
- As opposed to private sector where constant feedback mechanism, continuous improvement on better service delivery, large pool of talented working professionals continuously work for improving quality and efficiency of service delivery over other players in the market. For state, there is no competitor and hence no motivation to improve.

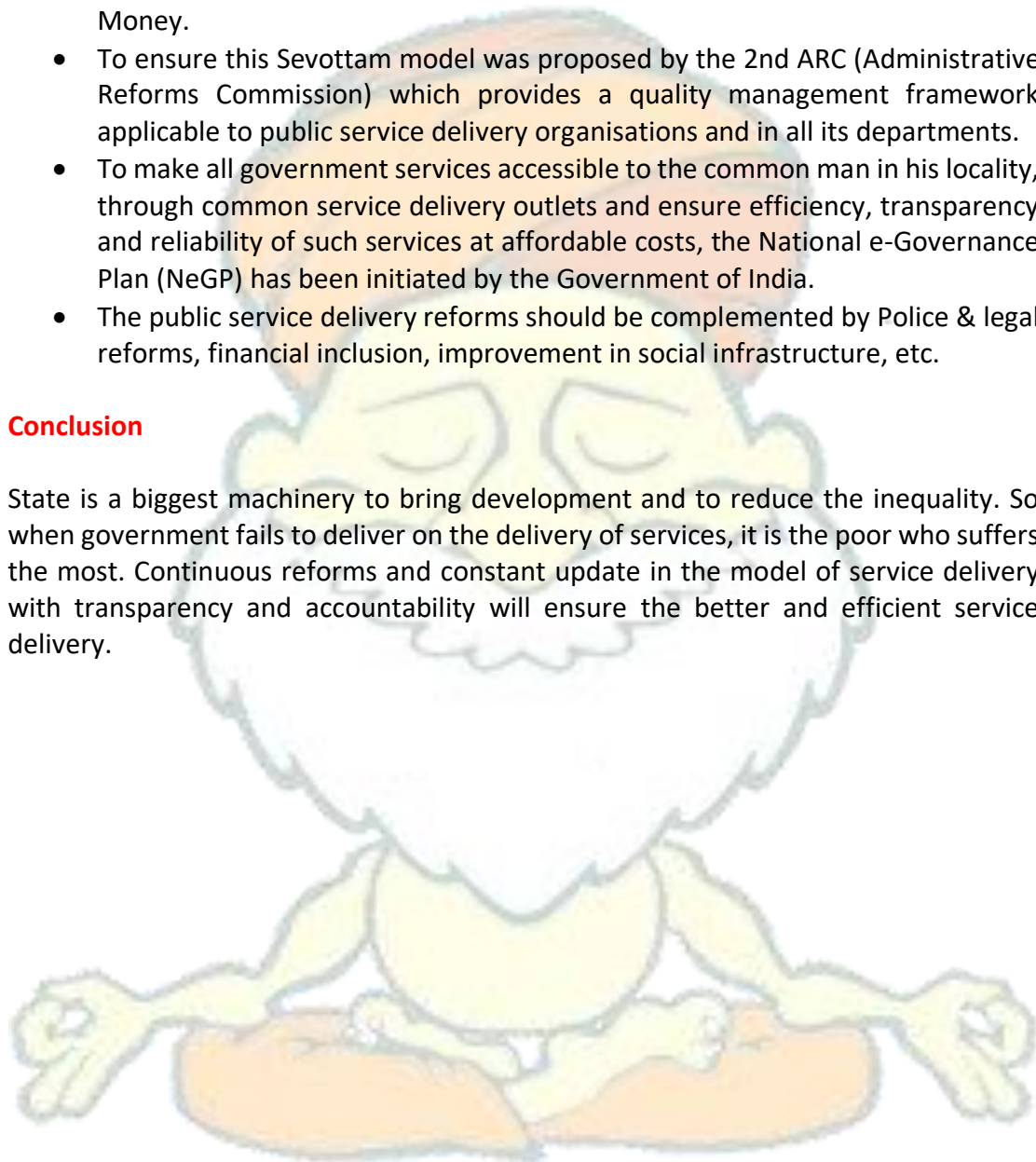
What can be done?

- For better service delivery, Accountability, transparency, responsiveness, effectiveness and efficiency, equitability, participation, consensus-oriented, inclusiveness and rule of law should be stressed on.

- Right to Information Act, 2005 marked a significant shift in Indian democracy. Besides providing legal access to the information to citizens it also improved the responsiveness of the government to community needs.
- Citizen's Charter is a document which represents a systematic effort to focus on the commitment of the Organisation towards its Citizens in respects of Standard of Services, Information, Choice and Consultation, Non-discrimination and Accessibility, Grievance Redress, Courtesy and Value for Money.
- To ensure this Sevottam model was proposed by the 2nd ARC (Administrative Reforms Commission) which provides a quality management framework applicable to public service delivery organisations and in all its departments.
- To make all government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency and reliability of such services at affordable costs, the National e-Governance Plan (NeGP) has been initiated by the Government of India.
- The public service delivery reforms should be complemented by Police & legal reforms, financial inclusion, improvement in social infrastructure, etc.

Conclusion

State is a biggest machinery to bring development and to reduce the inequality. So when government fails to deliver on the delivery of services, it is the poor who suffers the most. Continuous reforms and constant update in the model of service delivery with transparency and accountability will ensure the better and efficient service delivery.



73. Transparency is the key to restore people's faith in the appropriate utilization of public funds. Substantiate.

Approach

Since the question is asking you to substantiate, it requires you to substantiate already proven point and not debating between the various points.

Introduction

Transparency is an attribute of corporate culture that's revealed through the behaviours of an organization's leaders, employees, and stakeholders. It's how values are embodied and demonstrated on a day-to-day basis. It shows in the degree of openness of meetings, events, and interactions within the organization.

Body

TRANSPARENCY IS THE KEY TO RESTORE PEOPLE'S FAITH IN THE APPROPRIATE UTILIZATION OF PUBLIC FUNDS –

- Transparency is one of the four principles underpinning trust in public finances.
- Effective public financial management requires that decision-makers, citizens and other stakeholders, are able to 'follow the money' to see how taxes were raised, why decisions to spend it were made, how the money was actually spent and what was bought.
- Effective public financial management demands that people and organisations are held accountable for their action.
- True accountability demands transparency, especially with respect to how the resources are raised, managed and used or how those responsible for governance evaluate performance and, if necessary, sanction individuals who fall short of standards.
- For the public to believe that public officials will do the right thing, a range of controls to promote integrity and ethical behaviour and to tackle fraud and corruption which require transparency are required.
- Strong public financial management requires transparency in how resources are raised, managed and used, together with accountability to install confidence and promote continuous improvement.

Conclusion

With the public sector making up nearly half of the global economy, effective public financial management is a critical factor in the economic success of each and every country. Building trust about public money is about putting in place comprehensive mechanisms to demonstrate to citizens that it is being spent for the public good. Transparency is the need of the hour to ensure government has the capability to undertake the financial management of large public bodies in a complex stakeholder environment.



74. How does corruption aggravate the challenge of poverty? Illustrate.

Approach

Question is straight forward in its approach students are expected to write how corruption aggravates the challenge of poverty, also it is important to explain points using appropriate examples.

Introduction

Corruption in the public sector -- the misuse of public office for private gain -- is often viewed as exacerbating conditions of poverty (low income, poor health and education status, vulnerability to shocks and other characteristics) in countries already struggling with the strains of economic growth and democratic transition. Alternatively, countries experiencing chronic poverty are seen as natural breeding grounds for systemic corruption due to social and income inequalities and perverse economic incentives.

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How corruption aggravates poverty –

- The Economic Model postulates that corruption affects poverty by first impacting economic growth factors, which, in turn, impact poverty levels. Economic theory and empirical evidence both demonstrate that there is a direct causal link between corruption and economic growth.
- Corruption impedes economic growth by discouraging foreign and domestic investment, taxing and dampening entrepreneurship, lowering the quality of public infrastructure, decreasing tax revenues, diverting public talent into rent-seeking, and distorting the composition of public expenditure.
- In addition to limiting economic growth, there is evidence that corruption also exacerbates income inequality; regression analysis has shown a positive correlation between corruption and income inequality. Explanations for this link are that corruption distorts the economy and the legal and policy frameworks allowing some to benefit more than others; there is unfair distribution of government resources and services; corruption reduces the progressivity of the tax system; corruption increases the inequality of factor ownership; and lower income households (and businesses) pay a higher proportion of their income in bribes than do middle or Upper-income households.
- The Governance Model asserts that corruption affects poverty by influencing governance factors, which, in turn, impact poverty levels. First, corruption reduces governance capacity, that is, it weakens political institutions and citizen participation and leads to lower quality government services and infrastructure. The poor suffer disproportionately from reduced public services. When health and basic education expenditures are given lower priority, for example, in favour of capital intensive programs that offer more opportunities for high-level rent taking, lower income groups lose services on which they depend. Corruption is consistently correlated with higher school dropout rates and high levels of infant mortality. Secondly, impaired

governance increases poverty by restricting economic growth and, coming full circle, by its inability to control corruption. Thirdly, corruption that reduces governance capacity also may inflict critical collateral damage: reduced public trust in government institutions.

- As trust -- an important element of social capital -- declines, research has shown that vulnerability of the poor increases as their economic productivity is affected. When people perceive that the social system is untrustworthy and inequitable, their incentive to engage in productive economic activities declines.
- In 1985, on a visit to drought-affected Kalahandi district in Odisha, Rajiv Gandhi had said that of every rupee spent by the government, only 15 paise reached the intended beneficiary. In its 157-page judgement, the apex court said Aadhaar can take care of malaise of duplicate beneficiaries reaping the fruits of welfare schemes meant for the genuine deprived class.

Conclusion

“In human society too much wealth or too much poverty is a great impediment to the higher development of the soul. It is from the middle classes that the great ones of the world come. Here the forces very equality adjusted and balanced.” – Vivekananda

Popular belief suggests that corruption and poverty are closely related to developing country. Corruption has been a constant obstacle for countries trying to bring out the political, economic and social changes desired for their development. Across different country contexts, corruption has been a cause and consequence of poverty.

75. How does participation of the private sector lead to better outcomes in public projects? Discuss.

Approach

A simple and straightforward question where in the candidate needs to discuss how participation of the private sector leads to better outcomes in public projects, where proper and relevant substantiation needs to be provided.

Introduction

The private sector is a key stakeholder in both urban and economic development, being a major contributor to national income and the principal job creator and employer. The private sector provides around 90% of employment in the developing world, delivers critical goods and services and contributes to tax revenues and the efficient flow of capital.

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Private partnerships allow large-scale government projects, such as roads, bridges, or hospitals, to be completed with private funding. Economists note that when private sector technology and innovation combine with public sector incentives to complete work on time and within budget. Private sector leads to better outcomes in public projects, as is evident from the following points –

- Private participation in public projects is a natural extension of mixed economic systems. Governments are increasingly aware of their own inefficiencies, and many run into budgeting or financing problems when executing projects.
- Partnerships between private companies and the government provide advantages to both parties. Private-sector technology and innovation, for example, can help provide better public services through improved operational efficiency.
- The public sector, for its part, provides incentives for the private sector to deliver projects on time and within budget. In addition, creating economic diversification makes the country more competitive in facilitating its infrastructure base and boosting associated construction, equipment, support services, and other businesses.
- Public-private partnerships in India have integrated public infrastructure with the superior financing and maintenance provided by private enterprises. The synergistic collaborations between the public sector and private firms and companies have led to the generation of resources and knowledge transfer.
- Joint ventures and partnerships between the leading companies and the government have been very successful in generating jobs as well as growth in key economic sectors.
- Innovation and excellence characterize the public-private partnerships that have emerged across the years in India. These ventures are ensuring the effective utilization of state assets in a manner that is productive as well as profitable.

However, economists are mixed as to the net benefit of private participation in public projects on economic growth. Historically, public-private partnerships have been contractual or memorandum-driven agreements between public offices and private enterprises.

- Some analysts contend that by diverting resources (money and labour) from market-driven ends to politically driven ends, Private participation harm growth.
- Critics of public-private alliances say that public goods could be provided much more effectively by the private sector alone if it weren't for the crowding-out effect of public distortions in the capital markets.
- Further, there are risks for private enterprise as well, which include cost overruns, technical defects, and an inability to meet quality standards.

Combining the professionalism of the corporate sector with the welfare objectives of the state has resulted in projects such as the Mumbai airport which are known for their world class facilities and advanced amenities.

Conclusion

India has one of the fastest growing populations in the world. Using the finances of the private firms to complete the Public ventures has led to conservation of national and governmental resources and have also contributed towards the growth and development of the Indian economy in multiple ways.

