



TLP 2023

Daily Answer Writing



Phase 1 (GS-4)
Compilations

1. **Life doesn't make any sense without interdependence. We need each other and the sooner we learn that it is better for us all"- Erik Erickson.**

Approach

In this question candidates need to explain meaning of interdependence and write about importance of interdependence and cooperation and how our lives are interconnected.

Introduction

Interdependence is a basic fact of the world. From ecology to astronomical bodies, family to nations, we live in an interdependent world.

Body

Interdependence is a connection between subjects where one subject's needs can be fulfilled by the other subject's resources and these transfer of resources works both ways. This kind of relationships can be found almost everywhere since, as humans, we need other people's help to survive and thrive.

Importance of interdependence:

- Values: Family, schools, friends, community shape value inculcation in individuals and weave society's moral fabric.
- Climate Action: Common but differentiated responsibilities are due for effective action against climate change and environmental damage.
- Democracy: System of institutional checks and balances, distribution of powers between judiciary, executive and legislature, or through federalism are necessary to sustain democracy.
- Emotional well being: Understanding the emotional needs of self and others, being understood emotionally is a manifestation of interdependent reflection.
- Scientific developments: Dependence on shoulders of intellectual giants like Newton and Madhava, epistemology through dissertations.
- Heritage: Inter generational knowledge such as through tribal knowledge systems, oral traditions, literature, religion etc. are sources of culture
- It helps in shaping value inculcation in individuals and weaves society's moral fabric.
- Being understood emotionally is a manifestation of interdependent reflection. Interdependence helps in understanding the emotional needs of self and others.
- Interdependence helps in differentiating responsibilities, which are important for effective action against climate change and environmental damage.
- In a democracy, interdependence among the organs of the government keeps it under checks and balances, and distribution of powers is managed.
- Inter generational knowledge such as through indigenous knowledge systems, oral traditions, literature, religion etc. are sources of cultural ecosystem.
- This quotation suggests that we are all connected and depend on each other in some way, and that life is more meaningful when we recognize and embrace this interdependence.

- It suggests that we are better off when we work together towards common goals, and that the sooner we learn this, the better it will be for all of us.
- This quotation can be seen as a reminder of the importance of community and connection in our lives.
- It suggests that we are not meant to live in isolation, but rather that we are meant to rely on and support each other.
- It also highlights the benefits of collaboration and working together, suggesting that we can achieve more when we join forces and pool our resources and skills.
- This quotation can be particularly relevant in the current global climate, where there are many challenges and problems that require collective action and collaboration in order to be solved.
- By recognizing and embracing our interdependence, we can work together towards a better future for all.

Conclusion

History, culture, ecology and development are all interdependent. Global warming and development deficit are the most instructive example of interdependence in modern world. To meet our individual needs, we need to take care of surrounding society and nature.

2. **“If a country is to be corruption free and become a nation of beautiful minds, I strongly feel there are three key societal members who can make a difference. They are the father, the mother and the teacher.” – Abdul Kalam**

Approach

Start with basic intro with referring to mineral oil distribution and then explain how uneven distribution has several multiple implications.

Introduction

Corruption is considered to be originated from the minds of the people. Peoples' thinking, ethical values, conduct and behaviour all makes a man either corrupt or be honest and uninfluenced.

Body

- The basic and permanent solution to corruption involves inculcating more and more ethical and moral values since childhood that's building character.
- Character building since childhood is influenced by Parents, teachers, family and society etc. who play vital role in holistic development of the child.

Better socialisation by parents and teachers for corruption free:

- A child is the reflection of her mother. Being the best friend and first teacher of child mother influences the child from walk to talk. Mother is the wealth of information for child.

- The child learns love compassion, forgiveness, humanity, equality, kind heartedness, respect, generosity and ethics from her mother and such traits reduce corruption.
- Father is the role model for most of the children. Qualities of leadership, responsibility, discipline, consistency, fearlessness etc. are developed in children under the influence of father.
- Good parental support helps child to be positive, healthy and good life long learner and behave in ethical manner involving moral values in entire his/her life.
- A child's first lesson on right and wrong comes from his/her parents – when he/she is taught not to steal, never lie and not to intentionally harm others.
- Teachers have a very important responsibility of laying the foundation of an individual's future.
- They are the most important nation builders as they are not only responsible for the intellectual nourishment of young minds but also for moulding the overall personality of children.
- At young impressionable ages, teaching them about discipline, being responsible for their actions; inculcating values like team spirit, sharing, fair play, cooperation a teacher sets the stage for a responsible citizen of the country.

Conclusion

Therefore, the nurturing done by parents and teachers determines the course of a nation whether it will be made of upright, moral and argumentative Indians or dull-minds ready to compromise on their ethics.

- 3. Whistle blower, who reports corruption and illegal activities, wrongdoing and misconduct to the concerned authorities, runs the risk of being exposed to grave danger, physical harm and victimization by the vested interests, accused persons and his team. What policy measures would you suggest to strengthen protection mechanism to safeguard the whistle blower?**

Approach

Candidates can start the answer by basically explaining about whistle blowing and then simply suggest the measures for building such system and institution.

Introduction

A whistleblower is a person, who could be an employee of a company, or a government agency, disclosing information to the public or some higher authority about any wrongdoing, which could be in the form of fraud, corruption, etc.

Body

- There are many commissions who recommended that a specific law needs to be enacted to protect whistleblowers like Law Commission of India 2001, 2007

report of Second Administrative Reforms Commission. In India, whistleblowers are protected by the Whistleblowers Protection Act, 2014.

- There are various policy measures regarding protection of whistle-blowers but their implementation is very poor. It is important that policies should be implemented properly for their safety.
- Suitable legislation must be enacted to provide protection to innocent whistleblowers and the dilution of the act that is proposed by the 2015 Amendment Bill must be abandoned.

Policy measures suggestions:

- Establishing a confidential reporting system: This would allow whistleblowers to report issues without fear of retaliation or being identified.
- Providing legal protection: This could include laws that protect whistleblowers from being fired or discriminated against in the workplace, as well as laws that provide for criminal penalties for those who retaliate against whistleblowers.
- Providing financial support: This could include financial compensation for lost wages or other damages suffered as a result of blowing the whistle.
- Providing psychological support: Whistleblowers may experience significant stress and anxiety as a result of their actions, and it is important to provide them with access to mental health resources to help them cope.
- Educating the public: It is important to raise awareness about the importance of whistleblowers and the risks they face, in order to encourage more people to come forward and report wrongdoing.
- Submitting the issue as an anonymous person will protect the life of the Whistle blower.
- Specific training to teach workers their rights and about available internal and external protection programs, and for managers to learn these along with related skills, behaviours and obligations to act.

Conclusion

Hence, strengthening of the whistleblower protection mechanism will help in ensuring that the integrity of democracy is protected, cherished and upheld.

4. **How can emotional intelligence be measured and assessed ?what are some most commonly used tools for evaluating emotional intelligence in individuals and organizations ?**

Approach -

In this question candidates need to write about how emotional intelligence can be measured and what are some commonly used tools for evaluating emotional intelligence in individuals and organization .

Introduction

Emotional intelligence (EI) is the capability of a person to assess, manage and control one's own emotions as well as emotions of others. It is critical to manage our

behaviour and decision making. self awareness, self regulation, motivation, empathy and social skills components are important to develop emotional intelligence among people.

Body

How is EI Measured-

- Emotional Awareness Generally speaking, EI is measured in three different ways:Self-report,Other-report,Ability measures.
- A variety of scales, quizzes and questionnaires have been developed for each of these methods of measuring EI. There are four general types of EI tests, which are described in more detail soon
- Abilities based tests,Trait-based tests ,Competency-based tests ,Behavior-based tests .Whilst all provide measures of EI, for situations where an accurate, objective assessment of EI is wanted .
- Emotional intelligence is becoming more widely recognized as a valuable indicator of job success and performance-
- There are three generally accepted ways to measure EI: self-reporting, other-reporting, and ability testing.
- Self-reporting asks candidates to evaluate their own emotional intelligence, similar to a personality test. This methodology is a good way to understand a candidate's perception of themselves, but this tactic has some limitations.
- Self-report testing is a solid way to measure innate traits like those found in personality. Self-reporting would make for a solid measure of EI, but only in those who have high emotional intelligence to begin with.
- Other-reporting flips the self-reporting script and tasks others with rating the EI of another person. This method, sometimes called observer rating, makes sense at first glance.
- Who could be better suited to rate how well someone manages their emotions than the people around us? Other-reporting does gather valuable information on how others perceive someone, but that's not the best way to measure emotional intelligence.
- After all, to have truly reliable results from other-reporting, all observers would need to have high EI themselves. Otherwise, this methodology can introduce bias into the assessment process Finally, we have ability testing.
- This type of testing is the most reliable form of assessment for technical skills. And since EI is skill-based, it's best measured with ability testing. At first, it may sound impossible to effectively measure and evaluate how well a person understands emotion.
- There's a common misconception that anything tied to emotions or feelings isn't grounded in logic or science but that line of thinking couldn't be further from the truth. If you wanted to evaluate a candidate's typing skills, you wouldn't ask them to tell you, nor would you ask their friends or coworkers how fast they type. You'd just have them take a typing test. The same goes for emotional intelligence.
- A truly strong EI ability test will measure the different key dimensions that highlight the test takers ability to recognize, empathize, and utilize emotion.

- To measure emotional intelligence, Criteria developed their own EI assessment, Emotify. Emotify is a game-based assessment that accurately captures a candidate's ability to identify, understand, and manage emotion of both themselves and others.
- Emotify is a rigorously validated ability-based measure of emotional intelligence that is both engaging and interactive, simulating some of those real-world scenarios where EI is so critical.

Tools for measuring Emotional Intelligence in the Workplace-

- The Emotional Quotient Inventory (EQ-i 2.0® and EQ 360®) is one of the first scientifically validated and one of the most widely used Emotional Intelligence instruments in the world.
- It builds on the success and insights of the BarOn EQ-i® instrument by introducing an updated model of emotional intelligence and introduces some differences that stem from changes, based on extensive feedback, to assessment items, updated norms and rigorous reliability and validity studies.
- Based on more than 20 years of research worldwide, the EQ-i 2.0® and EQ 360® examines an individual's social and emotional strengths and weaknesses.
- Respondents self-report on their life and workplace performance in 15 key areas of emotional skill that have been proven to contribute to proficiency in complex business activities such as conflict resolution and planning.
- A multi-rater assessment, this test also encourages the coaching and development of crucial work capabilities. It takes approximately 30 – 45 minutes to administer.
- Emotional Intelligence can be improved by self-evaluating oneself, observing others, improving one's expressing, analyzing the impact of one's actions on others, and improving listening skills.

Conclusion

There are three common ways to measure emotional intelligence self report ,other report ,and ability measures. Emotional intelligence is key indicator of performance and can help an individual to build strong relations, achieve career and personal goals, and succeed in both professional and personal life, and enhance decision-making ability.

5. **Describe the role of emotional intelligence in conflict resolution and negotiation. How can individuals with high emotional intelligence be more effective in resolving disputes and reaching mutually beneficial agreements?**

Approach

Start with basic intro on nanotechnology and then linking it with health sector write about application and also highlight relevant policies and infrastructure facilitated by government.

Introduction

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.

Body

Role of emotional intelligence in conflict resolution and 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, Chhattisgarh was made possible only by winning the confidence of the tribals with ability if negotiations.
- 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 thus they do conflict resolution.
- EI allows them to think objectively about how to achieve their goals in the negotiation. For examples Civil servant 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.
- 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.

High EI individual for resolving disputes and reaching mutually beneficial agreements:

- 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 mutually accepted agreements.
- 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.
- By creating a positive atmosphere, a high in EI will try to resolve disputes. 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.

Conclusion

EI with Social-emotional skills is so critical because it provides person with skills to think process and succeed negotiations and resolve disputes. It teach person how to recognize and understand their emotions, feel empathy, make decisions, and build and maintain relationships as there is no separation between mind and emotion.

6. **Analyse the relationship between emotional intelligence and organizational performance. How can organizations foster a culture of emotional intelligence and what are the benefits of doing so? Discuss.**

Approach

Candidates can start the answer by basic definition EI and then explain how relation between EI and organization affect the performance, also highlight measures to enhance the EI and how it will benefit.

Introduction

Emotional intelligence is an intangible force that influences our ability to navigate our behaviours and social complexities through communication and decision-making. Emotionally intelligent people are highly persuasive and team player it helps organization to excel.

Body

Relationship between EI and organizational performance:

- Knowing how you react to triggers for example, in corporate world if a colleague in organization disagrees with you in an argument, you might roll your eyes, and/or slam things down on the table to show disapproval.
- This sort of situation impacts the working culture and environment also self-harm leads to reduce the quality of work.
- For example, civil servants with good emotional understanding during an argument with citizens might respectfully end the conversation to de-escalate the situation without making the other person feel small because they don't agree with you.
- Skill of relation building can be achieved with high EI, one's ability to use own awareness and the emotions of others to develop and maintain relationships. These skills are vital in working in teams and with partners, clients, vendors and customers.

Fostering culture of EI:

- Researchers in diverse fields indicate that it is possible to increase emotional intelligence and that such training in organization, schools and colleges has the potential to lead to other positive outcomes.
- Use Blended Learning – A blended learning training model allows participants to conduct role plays, discussion and interpretation of scenarios through feedback.

- Incorporate Quizzes and Tests – Online testing and quizzes play an integral role in how people recognize the most important elements in a lesson. It helps in making them aware of their etiquettes and shortcomings.
- Workshops and Certification programs: For developmental and behavioural assessment trainings. It benefit in improving the persons EI in near future.
- Several self-assessment training can be done too: Choosing not to retort immediately, answering wisely in conflicts, personal introspection and taking feedback from peers, friends etc, practicing empathy as a daily habit etc.

Conclusion

Emotional intelligence stands as a very basic characteristic everyone must possess. Fostering EI through several methods definitely help to improves organizational performance but to inculcate and develop the characteristics is the long-time process.

7. **What are the challenges and barriers faced by weaker sections of society in accessing justice and seeking remedies for their grievances, and what role can civil servants play to address those? Discuss with the help of suitable examples.**

Approach

Start with basic intro on both the schemes or start with recent changes and then as per demand of question provide both of the arguments.

Introduction

It is unfortunate to be in weaker section but it is worse to be marginalized, vulnerable and weaker in a developing country like India. They face several difficulties in accessing justice and grievance redressal.

Body

Challenges and barriers:

- Awareness about discrimination and laws: According to Upendra Baxi, access to justice signifies the ability to participate in the judicial process. But weaker section of society doesn't have awareness of judicial process. For example, woman, LGBTQ's, disabled, SC/ST etc. Many don't have the knowledge of NALSA judgement, Sexual harassment act, SC/ST act.
- Many communities like of Adivasis/STs are not aware of constitutional safeguards and other statutory provisions put in place for the upliftment of the community and redressal of their grievances, as a result, they consider the discrimination and abuse perpetrated on them as banal.
- Adjudication of grievances: This aspect involves how much time it takes for the courts to give a final verdict. This aspect essentially deals with the laxity in police investigations, and perception towards weaker section harms them. For example, incident shown in Jai Bhim Movie 2021.

- Identification and recognition of grievances: Especially marginalized groups fear the system, this tends to unidentified and unrecognized grievances, they see it as alien, and do not access it.
- For example in rape cases, women are asked to repeat the trauma faced by her, similarly, instances of caste violence or discrimination go unreported because police refuse to lodge an FIR either because of their caste prejudices or because of the fear from upper class dominating in villages.
- Complicated Process: According to DAKSH Access to Justice Survey, 2017 complex, costly and time-consuming process of court is the sole reason for vulnerable section not opting to approach the courts.

Role of civil servants to address such problems:

- Civil servant with empathy and sensitivity plays a crucial role in access to justice or redressal of grievances. For example, violence against SCs and STs cannot be adjudicated as a normal act of assault and thus SC/ST Act, 1989 being used.
- The civil servant can set up a mechanism so that people especially the marginalised know about their rights and remedies in case of violation of those rights.
- Civil servant or any official with compassion towards socially economic weaker can help by approaching the courts for a judicial remedy with facilitating service under Article 39A provide free and competent legal services to the weaker sections of society.
- Helping out them with Lok Adalats informally help out of court settlement, such as Arbitration, Mediation and Conciliation to cut the time.

Conclusion

Over the past years, the civil servants have worked to protect, promote and uplift the weaker sections of the society. Meanwhile there strengthening involves social, educational, economic, and political empowerment with collective efforts of policymakers, state, and different NGO's.

8. **How can civil servants navigate situations where their personal values and beliefs may conflict with their duties and responsibilities to uphold the rule of law and serve the public impartially? Explain with the help of suitable examples.**

Approach

Candidates can start the answer by writing on ethical dilemmas of conflict between personal values and official duties and then try to explain such situation with the examples.

Introduction

Civil servants often face ethical dilemma that is a decision-making problem between two moral imperatives neither of which resolves the situation in a morally satisfactory manner.

Body

- Ethical dilemmas due to clash between personal values beliefs and official duties are complex situation that often involves an apparent mental conundrum in which obeying one imperative would result in disobeying another.

Common dilemmas with which public servants are confronted, revolve around aspects such as:

- Situations in which compliance with ethical conduct results in a significant personal cost for example jeopardising held position, injuring valued relationship to the Public Servant.
- Situations in which a conscientious public servant is exposed to a combination of personal or other conflicting ethical values in order to decide the right thing to do.
- For example, Crowds are going unruly during a Bandh called by a particular outfit. They are damaging public property and Local police is not able to control them. Army has to be called in and power to use fire arms has to be given, but the protestors include Women and Aged persons.
- To resolve such crisis of conscience situation, an order or a sequence of logical reasoning is must to integrate and rearrange the process of dealing, following the rule of law and the principle of legality.
- It is fundamental ethical duty of civil servants to show a spirit of neutrality and discretion and keep their own personal preferences out in the performance of their duties and responsibilities.
- Civil servants' personal value is not to harm any aged person or woman in any case, but sometimes law and order demands the violence or harm is needed for social peace.
- Public officials ought to be accountable for their official actions to their superiors, the courts, and the public. It is nevertheless, possible for them to hide behind prescribed procedures, the cloak of professionalism and even political office-bearers.
- For example, as a CAG official, it is his duty to safeguard Tax Payers money and make sure every rupee is spent in a way as required. But when he finds out gross violation and brings it to the notice of concerned official, they ask him to go slow.
- Here he is faced with dilemmas of whether to call Press conference and bring to the notice or keep quiet. Official rules forbid Civil servants from going to press.
- A dilemma should be dealt appropriately by considering and reformulating all the options in a systematic and coherent manner. Common good and larger

public interest must be considered in all situations, especially when such circumstances give rise to conflict of interest.

- As a Civil servant working in Defence Ministry, u find out that certain arms contracts are going for a particular firm associated with a Union Ministry official. In this situation, neither u cannot be a whistle blower, since it concerns National Security and it is covered by Official Secrets act or go silent.
- Here Self-Restraint in the manner of responsibility will help the person to work in accountable manner and personal belief of whistle blowing should be secondary to the common good in national security situations.

Conclusion

During such dilemmas its suggested to follow conscience a inner voice of self that is derived from own human values and it helps in decision making and solving ethical dilemmas faced by civil servants in daily life.

- 9. In what ways can the ethical conduct of civil servants be strengthened and upheld particularly in the face of corruption and misconduct within bureaucracy ?is it too difficult ? Critically examine .**

Approach -

In this question candidates need to write about in what ways ethical conduct of civil servants should be strengthened in midst of corruption and misconduct within bureaucracy?Examine critically .

Introduction

Civil servants are the pivot between state and people. They are accountable to both the political executive and the citizen. Upholding the highest ethical standard is paramount for civil servants because the state machinery rests upon their shoulders; they have to maintain ideals and lead by example to sustain the system's trust.

Body

Measures to uphold high ethical standards among civil servants,

- A dedicated unit to oversee violations of the Code of Ethics & Code of conduct by government officials be set up both at the state and centre level.
- Mandatory declaration of assets and liabilities of government employees, accompanied by proper auditing.
- Establishment of Independent Anti-Corruption Agency.
- Citizens Advisory Boards to incorporate ideas of the common public welfare among civil servants.
- Mandatory Social Audit of all government programs, for example, Meghalaya has passed a law for social audit of government programs.
- An important requisite for ensuring probity in governance is the absence of corruption.

- Apart from laws and policies, the government should also focus on bringing behavioral change in government employees so that they can easily empathize with the problem of masses.
- Adopting Citizen Charters to increase the ethical standards by ensuring compulsory organizational effectiveness and performance. Making commitments public could ensure adherence to ethicalities of service delivery standards.

Codes of Ethics for civil servants and public officials, endorse the following minimum set of principles:

Serving the Public Interest-

- Civil servants and public officials are expected to maintain and strengthen the public's trust and confidence in government, by demonstrating the highest standards of professional competence, efficiency and effectiveness, upholding the Constitution and the laws, and seeking to advance the public good at all times.

Transparency-

- Civil servants and public officials are expected to use powers and resources for public good, under government policy. They should be accountable for the decisions they make, and prepared to justify their actions.

Integrity-

- Civil servants and public officials are expected to make decisions and act solely in the public interest, without consideration of their private interests. Public employment being a public trust, the improper use of a public service position for private advantage is regarded as a serious breach of duty.

Fairness-

- Civil servants and public officials should make decisions and act in a fair and equitable manner, without bias or prejudice, taking into account only the merits of the matter, and respecting the rights of affected citizens.

Efficiency and Effectiveness

- Civil servants and public officials are required to obtain best value for public assets deployed in or through public management, and to avoid waste and extravagance in expenditure and the use of public assets.

Second Administrative reform commission code of Ethics for Civil Servants-

- Committee on Prevention of Corruption ('Santhanam Committee'-1964) - our civil service system has a tradition of attitudes and achievements which sets examples to be emulated by current and prospective civil servants promoting the norms of 'right conduct' cannot be enforced through a rigid mindless enforcement of laws and rules.
- Committee on Prevention of Corruption ('Santhanam Committee'-1964) - Draft Public Service Bill' now under consideration of the Ministry of Personnel, Public Grievances and Pensions
- Allegiance to the various ideals enshrined in the preamble to the Constitution
- Apolitical functioning
- Good governance for betterment of the people to be the primary goal of civil service
- Duty to act objectively and impartially
- Accountability and transparency in decision-making
- Maintenance of highest ethical standards

- Merit with equitable representation to be the criteria in selection of civil servants consistent
- Ensuring economy and avoidance of wastage in expenditure
- Provision of healthy and congenial work environment
- Communication, consultation and cooperation in performance of functions.
- The draft Bill also envisages a Public Service Code and a Public Service Management Code laying down more specific duties and responsibilities.

Challenges For Civil Servants In Maintaining High Ethical Standards-

- Balancing Individual obligations and disorganization obligations: Conflict between an individual's privately held convictions and obligations as determined by her organization.
- Dealing with conflict of opinions: It is challenging when a public servant to resolve stark conflicts between what he/she is required (by her senior officials) to do and what he/she really thinks is right.
- Dilemmas in Information sharing: Dealing with situations when a public servant has to decide whether to keep information secret that might be embarrassing to the government of the day or reveal it in the public interest.
- Balancing service obligation and accountability towards the public: It's challenging when a public servant finds certain indications of deliberate inefficiency, protection of incompetence, extravagant and unreasonable use of public funds, deployment of government equipment and machinery for personal use, subjective criteria used in recruitment or in the award of government grants or licenses.
- Resolving conflict in conscience and prevailing political ideology: It is challenging to decide to what extent should a public servant support the political ideology practised by the current government.
- Balancing private life and public life: When a person accepts public service employment, it's challenging to determine how much should he/she subordinate or abdicate his/her claims to private life, property and values.

Conclusion

To maintain A strong emphasis should be laid on values like empathy, compassion, integrity and will to serve humanity at large. Encouraging a sense of responsibility and focusing on the greater good for larger interest can guide the actions of a public servant and can resolve most of the challenges in the way of carrying out its ethical obligations.

10. What are the core foundational values that underpin the Civil Service, and how do they contribute to its effectiveness and efficiency? Examine.

Approach

Candidates can start the answer by giving idea of foundational values taking reference of Nolan committee or ARC and then examine how it helps in effectiveness and efficiency.

Introduction

Adherence to foundational values such as integrity, objectivity, non-partisanship, tolerance, compassion, dedication to public service, etc., serve as guiding principles for civil servants in the discharge of public service duties.

Body



Foundational values underpin the civil service:

- 10th Report of 2nd ARC recommended that upholding the constitutional spirit, adherence to the highest standards of integrity and conduct; impartiality and nonpartisanship; objectivity; dedication to public service; and empathy and compassion towards the weaker sections are core values of civil services.
- These foundational values ensure an effective civil service which functions honestly, impartially and efficiently.
- These values empower the administrator to fill the gaps of trust deficit between the citizens and the Government.
- These foundational values provide lawfulness to the behavior of an administrator and make it more effective.

Effectiveness and efficiency by following core foundational values:

- Integrity: It is a quality of eliminating the gap between 'what we think, what we say, and what we do' this facilitates quick effective decisions.
- Impartiality: It rejects granting an undue advantage to any individual, societal group, or organization. Being impartial means that all choices should only be based on merit contributing efficiency.
- Objectivity: It requires institutions to adhere to logic, law, and established standards, practices, and norms. Objectivity means being true in spite of one's feelings, ideas, and beliefs useful in delivering the service in fast pace.
- Dedication: Dedication is the eminence of people to be devoted or loyal to duty or purpose, thought or action. Dedication is a vital personality trait of an individual. This value gives the ability to continue acting when motivation is lacking. Dedication will drive to certain task rapidly.
- Empathy, Tolerance and Compassion towards the weaker sections: Public servants are meant to serve and this requires developing a humanistic attitude. These values guarantee that the public servants act sympathetically and interpret the rules to advance the public interest.

- **Non-Partisanship:** Non-partisanship infers that the officer is to do his task without any fear of, or favor to any political party. It provides rules driven effective decisions.

Conclusion

Civil services are an integral part of Indian democracy and considered as “Steel Frame” of governance. 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.

- 11. How do foundational values compare and contrast with other values that may be relevant to the civil service, such as accountability transparency and public service Explain.?**

Approach -

In this question candidates need to write about what are foundational values in second part compare and contrast with other values such as accountability and public service which are relevant for civil services .

Introduction

Civil services are an integral part of Indian democracy and considered as “Steel Frame” of governance. They play a great role in societal development as they have the responsibilities of both decision making and policy implementation. There are some foundational values which are must for better administration

Body

As per the Second Administrative Reforms Commission, the foundational values of the service are,

- Integrity
- Objectivity
- Impartiality
- Dedication to public service
- Compassion towards weaker sections.
- They are Foundational because:

Impartiality and non-partisanship:

- It decides on merit and is free from any partisan consideration. Further, a non-partisan civil service is also responsible to the Constitution of the land to which they have taken an oath of loyalty.

Integrity:

- Basically integrity approach empowers an individual to make a value judgment about right or wrong. It is a value-driven instead of rule-driven. One has to learn how to deal with challenges and dilemmas.

Impartiality:

- Impartiality implies that the behavior and treatment by a bureaucrat to any individual or entity has to be exclusively based on merit. To make fair, just, equitable effective and efficient decisions, there has to be absolute impartiality.

Non Partisanship:

- Non-partisanship infers that the officer is to do his task without any fear of, or favor to any political party. The values of the administrator will flow from the constitution, not from the philosophy of any political party. Non-partisanship strengthens the democratic procedures and institutions along with maintaining the integrity of the service.

Objectivity:

- Objectivity is founding advice and decisions on rigorous analysis of the evidence. It entails that truth remains true universally, independently of human thought or approaches. An objective approach is particularly important in decision-making processes.

Comparison and contrast between foundational values and other public service values

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Foundational values -

- These are end-oriented values concerned with the goals which civil servants should aim to achieve while performing their duties. They relate to the end product, and may best be visualized as those covered by Directive Principles of State Policy, Fundamental Rights etc.
- These values are intrinsic values and they come from within .
- These foundational values ensure an effective civil service which functions honestly, impartially and efficiently.
- These values empower the administrator to fill the gaps of trust deficit between the citizens and the Government.
- These values provide lawfulness to the behavior of an administrator and make it more effective.
- Since civil servants have discretionary powers the values are important to give them certain guidance to prevent abuse of power.

Civil service values -

- These are means-oriented values concerned with the ways in which civil servants behave or act while performing their duty. They relate to the means and include such values as transparency, responsiveness, efficiency etc.
- These values are enforced by legal and institutional measures .
- Allegiance to the various ideals enshrined in the Preamble of the Constitution.
- Apolitical functioning, duty to act objectively and impartially.
- Good governance for betterment of the people to be the primary goal of civil service.
- Accountability and transparency in decision-making.
- Maintenance of highest ethical standards.
- Merit to be the criteria in selection of civil servants consistent, however, with the cultural, ethnic and other diversities of the nation.
- Ensuring economy and avoidance of wastage in expenditure.
- Provision of healthy and congenial work environment.

Conclusion

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 and contribute towards good governance, rule of law and improving the citizen's trust in the government.

12. In what ways does aptitude impact the performance and potential for growth and development of civil service professionals ?Discuss .

Approach -

In this question candidates first need to explain what aptitude is and how it impacts performance and potential for growth and development of civil service professionals

Introduction

Aptitude is a natural ability or innate potential to learn or acquire a skill. It is a natural tendency for successful learning of some specific set of skills, which can be further enhanced with adequate knowledge and training.

Body

Aptitude is a natural talent or inborn ability that makes it easier for us to learn or do certain things/tasks

What are Aptitude for a Civil Servant?

- 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/She should have both General Mental Ability (basic thinking capacity and learning ability to perform any intellectual task) as well as the desired value system of public administration to perform his duty, not only efficiently, but also effectively. Roughly the kinds of aptitude desired in a civil servant include:
 - Good communication/interpersonal skills
 - Leadership, management and organizational skills
 - Critical thinking and listening ability
 - Skill to effectively manage and raise resources
 - Ability to establish collaborative networks and successful teamwork
 - High level of professionalism
 - Ability to think on their feet and develop innovative solutions
 - Skill of persuasion and ability to negotiate with difficult people

Importance of Aptitude for potential growth in Civil Services -

- The civil services form the permanent structure and backbone of the administration. A qualitative, professional, skilled and committed workforce is, hence, imperative to maintain the high standards of public administration.
- In Indian public administration, the civil servants are entrusted with a diverse set of responsibilities such as from simple administrative and clerical tasks to complex

decision making, policy implementation and serving as a link between government and citizens.

- Hence, it is vital for civil servants to possess diverse skills such as grasping capabilities, good analytical skills, and the ability to establish collaborative networks and successful teamwork.
- In public administration, leaders face different kinds of problems and challenges every day such as high unemployment, insufficient government spending, fast changing socio-economic scenarios, etc.
- Laws and administrative rules cannot explain everything, and leaders cannot always mimic previous successes because the elements affecting each challenge change day to day. In such cases a civil servant needs an abundance of impromptu decision-making skills and critical thinking ability to exercise discretion with conviction.
- The emerging concept of e-governance and motto of 'Less Government More Governance', demand transformational changes in the machinery of government as well as in the work style and orientation of government officials.
- With the role and functions of administrators having become swiftly changing and increasingly challenging, civil servants must be equipped with the necessary skills and capabilities to meet these new challenges.
- They must have the aptitude to master new technologies and new styles of functioning. They should serve as the 'Agents of Change' to catalyze reform initiatives.
- In a diverse country like India, the civil servants often face complex and often contrasting socioeconomic objectives and challenges often creating a deep sense of moral/ethical dilemma in them about their own duties and functions. This demands an inherent aptitude to prevail over contradictions, solve dilemmas and keep up the spirit to perform in spite of adverse circumstances.
- Under the framework of 'inclusive governance' administrators need to build teams across diverse stakeholders.
- For example, to create a favorable business climate in a city, an economic development director needs to bring together local business leaders, the Chamber of Commerce and also environmental advocates.
- This demands a civil servant to possess an ability to receive and act upon feedback as well as effective interpersonal skills to bridge the gaps and encourage collaboration for a common objective.
- Aptitude also looks at the future potential in coordination with present pattern of aptitude and potentialities.
- Aptitude for civil servants not only based on just knowledge and skills but also it based on values and ethics. They require a Holistic Competence, should be seen in integrated manner.
- A certain aptitude for public service is inherent in the decision to join the civil services.
- To become sport person, one requires psycho motor coordination.
- Defence services or police services requires mental as well as physical aptitude.

Conclusion

A person having a better aptitude it means he/she has the innate potential to do something. A civil servant requires such aptitude to do something to the society in his public service and ability to adopt new skills as per changing times. Having potential is pre condition to achieve anything.

13. How does one's moral attitude determine his/ her opinion of people, events and ideas? Explain with the help of suitable examples.

Approach

Candidates can start the answer with giving basic definition of moral attitude and simply write about its different facets and relate it to suitable real time examples.

Introduction

Moral attitudes are grounded in moral beliefs of “Right” and “wrong” action. Moral attitudes are stronger than moral principles. It has been well documented that ethical values are the highest among all types of natural values.

Body

Different facets of moral attitude:

- Goodness: Anything which is inherently bad even though may bring some positive effects can never be justified, as it is bad. Similarly, if a good thing brings about suffering, it should be tolerated just because the thing is inherently good.
- Reverence: One must hold reverence to all forms of life. Respect should not be limited to family members, peers, superiors but moral attitude should be such that one must be able to respect all forms of life and all kinds of good deeds
- Faithfulness: The greatest thing that one can earn is trust of others. So being trustworthy and investing trust on others requires a positive disposition towards faith to be able to perform our roles in all spheres of life.

Moral attitude determining opinion of people, events, and ideas:

- Ideas: - Moral attitude refers to how you feel about moral issues where society debates what is right and wrong. For example, how do you feel about euthanasia (mercy killing)? Do you believe it is correct? Moral attitudes are frequently shaped by an individual's moral values. Moral attitudes serve as the foundation for all moral behaviour.
- People: - Moral attitudes also encourage a person towards Altruism, volunteerism, social service. It encourages people to help others in which they find happiness for example Mother Teresa.
- It generates empathy we not only sympathies with an individual but also understand his/her pain and which led to action.

- Suppose Mr/Ms. X is DM of tribal area and government is planning to build a road through jungle and that's the only option available. Since s/he have above moral attitude then s/he will understand tribal people sentiment but at the same time knows roads significance hence will honesty try to pursue tribal to best of his ability in a peaceful manner.
- Events: - Moral attitude to maintains tolerance and peace will accommodate diverging views, be able to behave morally with others whose views are diametrically opposite to that of ours. Lack of such attitude leads to fanatic behaviour leading to disputes, riots etc.
- Negative impact of moral attitude is that person can use such attitude to defend violence behaviour and insanity and still society will accept it because moral attitude is a strong emotion.
- It motivates a person towards riots, massacre and terrorism. Since moral attitude is tied with strong sentiments, people do not get along with those who do not share their moral attitude.

Conclusion

Moral attitude is important aspect of good citizen and civil servant. This will help public servant to bring good governance practice in whole of his life and public service career.

14. Political neutrality is different from political abstinence. Do you agree ? substantiate your views .

Approach -

In this question candidates need to write their opinion on how political neutrality is different from political abstinence .In second part substantiate their views.

Introduction

If a person or country adopts a neutral position or remains neutral, they do not support anyone in a disagreement, war, or contest its called political neutrality however When an individual or country has the ability to vote, but chooses not to do so, and abstaining from voting its defined and political abstinence .

Body

Political Neutrality-

- It can be defined as the status of being detached or disinterested towards any kind of profit or self-gain.Like particular group rich vs poor and social pressure of caste and religion.
- In the context of public administration, neutrality refers to political neutrality or non-partisanship. It indicates that you are not owned or linked with any one group, party, or cause
- Non-partisanship is attitude. Impartially is behavior.

- Political impartiality is neutrality-Civil servant must not be associated with any political party or ideology.
- Officer is expected to cooperate any political party in power. He must not allow his political values/ideology to interfere in day to day work.
- He must faithfully implement the public policies, even if they're contrary to his beliefs.
- Neutrality is required to keep-Public confidence in civil services.
- Political executives' confidence in civil services after regime is changed. If there is lack of mutual trust, they can't work for larger interest.
- Nowadays, 'trust' is lost. Therefore, after every election, the new ruling party will begin mass-transfer of the officers from previous regime.

Example -

- Sachin Vaze, was a so-called 'encounter specialist' in the Mumbai Police force. He was suspended from the force 16 years ago, due to a case of custodial death.
- After suspension he associated himself with Shiv Sena, which allegedly reinstated him in the Police force in 2020.
- Such cases of Civil Servants being associated with Politicians have come up many times throughout the length and breadth of the Nation.
- This requires civil servants to maintain political neutrality and Non partisanship.

Political Abstention -

- When an individual has the ability to vote, but chooses not to do so, that individual is abstaining from voting.
- A voter may abstain from voting for many reasons, e.g. they do not think they know enough about the issue at hand to make an informed decision, they believe voting on a particular issue represents a conflict of interests, they are withholding their vote in protest, etc.

Example-

- At various points throughout the Brexit process, parties have used abstentions to move/block measures and legislation. This tactical use of abstention can be a valuable political tool, though it can come with risks such as other parties passing legislation in spite of abstentions.
- Although abstaining from a vote may seem straightforward, its implications and consequences can be significant
- India's Stand on Russia-Ukraine War-India's response to Russia's invasion on Ukraine condemnation of the civilian killings without any name calling, and abstention from UN votes is not fundamentally different from this historic.
- India abstained on a US-sponsored United Nations Security Council (UNSC) resolution that deplores in the strongest terms Russia's aggression against Ukraine.

Political Neutrality is different from political abstinence -

- In the context of public administration, neutrality refers to political neutrality or non-partisanship. It indicates that you are not owned or linked with any one group, party, or cause.
- 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.

- However political Abstention is a term in election procedure for when a participant in a vote either does not go to vote or, in parliamentary procedure, is present during the vote, but does not cast a ballot.
- Abstention must be contrasted with "blank vote", in which a voter casts a ballot willfully made invalid by marking it wrongly or by not marking anything at all. A "blank voter" has voted, although their vote may be considered a spoilt vote, depending on each legislation, while an abstaining voter has not voted.
- Both forms may or may not, depending on the circumstances, be considered to be a protest vote also known as a "blank vote" or "white vote" .
- An political abstention may be used to indicate the voting individual's ambivalence about the measure, or mild disapproval that does not rise to the level of active opposition.
- Abstention can also be used when someone has a certain position about an issue, but since the popular sentiment supports the opposite, it might not be politically expedient to vote according to their conscience.

Conclusion

The principle of political neutrality, and political abstinence in which requires the state to remain neutral on disputed questions is an extension of traditional liberal principles of toleration and independence of opinion. Thus, political neutrality and abstinence's casts duties not only on constitutional offices but also on government of the day.

15. Persuasion is often more effectual than force. Elucidate .

Approach-

In this question candidates need to write about how persuasion is more effectual than force ,throw light on it .

Introduction

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

Body

Persuasion is symbolic process in which communicators try to convince other people through transmission of a message to change their attitudes or behaviour.

- Persuasion is one form of social influence on attitude; in fact, it represents the intersection of social thinking and social influence of everyday life.
- The key elements of persuasion are:
- Persuasion is symbolic, utilizing words, images, sounds, etc
- It involves a deliberate attempt to influence others.

- Self-persuasion is key. People are not coerced; they are instead free to choose. Coercive techniques are not scientifically proved to be effective.
- Methods of transmitting persuasive messages can occur in a variety of ways, including verbally and non verbally via television, radio, Internet or face-to-face communication.
- Persuasive communications have a great impact on our attitudes. Every day, we come across hundreds of advertisements; Television, radio and the Internet all help spread persuasive messages very quickly.
- There is the consideration that persuasion is better than force in some cases. When a person is forced to do something, he/she is sure to meet the resistance. Aggression always gives rise to aggression. People do not like when somebody tries to impose something on them.
- Persuasion obviates the need of using force. It maintains the dignity of citizens. It contains the democratic spirit. Change in societal value is smooth and administrative burden is also reduced. Hence persuasion becomes an important tool in governance. Indian government has also been using persuasion and has resulted in following benefits:
- Easy transition of the country – Persuasion resulted in smooth integration of many princely states in union of India. This avoided army action, blood-shed and long term enmity. Similarly smooth transition of economy in 1991 was also due to persuasion of opposing parties.
- Land acquisition – A.P government used many persuasion techniques for land acquisition for Amravati. This eases developmental processes.
- Societal values - can be changed only through persuasion. Government persuades people to use contraceptives and condoms which are considered as a taboo among many. Law in this regard will not help.
- Smooth function of parliament – requires persuasion of opposition by the government.
- Subsidies and benefits – give-up campaign has reduced subsidy on LPG by Rs 10000 crore.
- Civic values – Swatch Bharat campaign where eminent leaders persuade citizens to keep country clean by hey themselves leading the cleanliness drive
- International negotiation – Climate change, public stock holding, IPR issues etc where developed countries are persuaded to look into the need of developing countries.
- Persuasion also be key to problems like liquor consumption, female foeticide, girl child education, caste conflict, giving up reservation by affluent families, surrender by Naxals and terrorists etc. Hence more innovative techniques of persuasion must be devised and used.
- Thus, it may be concluded that those who use politeness always win. It is human nature that shows when a strategy of kindness and favor is applied; people are eager to agree.

Conclusion

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

who try to force face power which does not allow them to achieve the necessary effect.

16. Ability is what you're capable of doing. Motivation determines what you do. Attitude determines how well you do it. Elucidate.

Approach

Candidates can start the answer with highlighting quote giving short description and then write about ability, motivation and attitude also in the end elucidate how better use of three can influence anyone's life.

Introduction

It is a quote by Lou Holtz it can be applied in daily life as well as in whole life to find out what is your ability, motivation and attitude and with proper synchrony one can achieve set goals.

Body

- Ability: Your ability is defined as what you are capable of doing, and while ability is largely rooted in your genetics, ability is also impacted by your desire to outwork the competition and become the very best.
- Motivation: Whether you actually do what you say you are going to do is dependent on your motivation. When we find meaning in the things, we do we experience an increase in motivation, and it is our motivation that helps us keep fighting on the days that we don't feel our best, or are being distracted by other things.
- Attitude: Your attitude is the totality of all your emotions as they relate to specific tasks. Choosing to experience a positive attitude allows us to develop confidence, optimism, and perseverance, all qualities closely linked to successful people.
- We are all born with innate abilities to survive and thrive in this world. The people around us and the positive energy and encouragement we receive from others often determine how motivated we are.
- Only with this positive motivation do we set and accomplish our goals. But above all, our own attitude determines how well we fulfil our dreams.

Knowing ability, motivation and right attitude leads to strengthened mentality:

- Our mental toughness can be described as the ability to control nerves, focus on the task at hand, and execute specific skills needed to successfully complete a task.
- Mental toughness has a direct impact on chances for future success, as even the most naturally talented athletes will fail to reach their full potential if they do not address anxiety, poor focus, and lacking resiliency.
- It is for these reasons that athletes learn as much as they can about how mental toughness influence's ability, motivation, and attitude.

- Having natural ability is great, but not all of us were born with above-average size, speed, strength, height, coordination, and other physical attributes that help with sport success.
- Fortunately, motivation serves as an equalizer, and athletes who know their motivation often reach levels they might not otherwise achieve.

Conclusion

It is in these ways any one should develop confidence, refine focus, control anxiety, and channel motivation so that they can reach their full human potential.

17. Our environment the world in which we live and work is a mirror of our attitudes and expectations .what do you understand by this statement? explain with the help of suitable examples .

Approach -

In this question candidates need to explain how the environment and world we live in is reflection of attitudes and expectation. How important is our perspectives in our life explain with help of suitable examples

Introduction

Our environment, the world in which we live and work, is a mirror of our attitudes and expectations.” — Earl Nightingale. People consider their problems to come from outside conditions but its mostly reflection of our internal world .

Body

Our living is determined not so much by what life brings to you as by the attitude you bring to life; not so much by what happens to you as by the way your mind looks at what happens.

- You do not see the world as it is. You see it as you are.”
- What you hold in mind comes to life irrespective of your preferences.
- Life is a mirror; its reflection shines your image back to you.
- External conditions mirror internal conditions, so straightening your room settles internal disorder” affirms authors Charlene Belitz and Meg Lundstrom in, The Power of Flow: Practical Ways to Transform Your Life with Meaningful Coincidence.
- If you agree the world is volatile, you will look for evidence to substantiate this. Attitude-
- It is a psychological tendency that is expressed by evaluating a particular entity with some degree of favour or disfavour.
- The evaluations which people make can range from extremely unfavourable to the extremely favourable, or can be more moderate.
- Attitudes can be mixed, and with regard to the same object, may vary from time to time.

Classification:

- Explicit: If a person is aware of his attitudes, and they influence his behaviour and beliefs, his attitudes are explicit. Explicit attitudes are formed consciously.
- Implicit: A person may be unaware of his implicit beliefs though these still have some influence on his conduct and behaviour.

Implicit attitudes are subconscious attitudes.

What are the Components of the Attitude?

- Attitude has three components.
- Affective (Emotional): It consists of the feeling which the object, person, issue or event evokes. The behavioral part consists of the manner in which the attitude influences a person's behaviour.
- For example: I am scared of spiders.
- Behavioral (Conative): Conative in psychology means a mental process involving the will—impulse, desire or resolve.
- For example: I will avoid spiders and scream if I see one.
- Cognitive: It means 'relating to the process of acquiring knowledge through reason, intuition and perception'.
- It consists of a person's thoughts and beliefs about the attitude object.
- For example: I believe spiders are dangerous.

What are the Causative Factors behind the Formation of Attitudes?

Culture:

- Culture exerts enormous influence on an individual. Culture in itself includes religion, tradition, customs, prohibitions, rewards and sanctions.
- Socialization is the process by which culture shapes the attitudes of the people.
- Culture teaches individual beliefs, attitudes and behaviour that are acceptable in one's life and society.
- For example: Consuming beef in India is generally considered taboo but in western countries, there is no such restriction.

Family:

- Family is the most important and closest social group for a person. It is the nursery for attitudinal formation.
- Parents are more influential among the family system who structure and mould the attitude of a child.
- Extended family and sibling relationships, in particular, play an important role in attitude formation.

Social Groups:

- Several social groups apart from family play an important role in attitude formation which includes friends, peers, colleagues, etc.
- Consider the voting pattern in India. There are people who do not listen to candidate's speeches, read newspapers or follow debates. They talk with friends, family, etc. and vote for a candidate. Families, friends and other such social groups most definitely influence the choice of a candidate.

Institutions:

- A man is never alone. From cradle to grave he is under the influence of one institution or the other.

- For example: Educational institutions like schools and colleges act as repositories of knowledge, direct and shape the beliefs, values of a person and thus form attitudes.

Familiarity:

- Familiarity breeds positive attitude. Man generally has a fear of the unknown, so anything familiar might make him or her feel at peace.
- Familiarity and classical conditioning act on emotions of an individual and therefore shape the affective component of attitudes.

Conclusion

Persons Predominant beliefs dictate their reality and shaping the world around them as a result of conscious and unconscious thoughts. Reality is but a mirror reflecting your inner world. life is neither fair nor unfair. It merely provides confirmation of your thoughts as the user and experiencer.

18. People may hear your words but they feel your attitude .what is the significance of this statement for the public servant ?Explain .

Approach -

It expects student to write about - give meaning of attitude, explain the first and second part of quote and give relevant examples. - in end you can mention how this is applicable to civil servant.

Introduction

Attitude is the bent of mind that predisposes one to react positively or negatively towards an object, person, situation etc. An attitude is “a relatively enduring organization of beliefs, feelings, and behavioral tendencies towards socially significant objects, groups, events or symbols” “a psychological tendency that is expressed by evaluating a particular entity with some degree of favour or disfavour”

Body

John C Maxwell, an evangelical Christian author, was right when he said, “People may hear your words, but they feel your attitude”. Your attitude combined with the words you utter, results in an action.

- When you speak about your dreams and goals in life, people do not just listen to the content of your speech but they also focus on the passion and determination with which you utter those words.
- Your attitude towards your goals and life can be felt in your words and seen in your eyes, which is why communication specialists stress the importance of both verbal and non-verbal communication
- One of the most powerful speakers in the world is US President Barack Obama, who not only speaks with conviction but with passion to change the lives of Americans.

- His determination to improve the lives of middle and lower income families in the US by making healthcare and education affordable can be felt in his speeches, and this is one of the reasons why the people of US re-elected him as the president for another term
- In India, we had a powerful speaker who is in hearts of millions of people. Dr. Abdul Kalam, former President of India, was one of the best speakers we have in the country because he used to speak from the heart. The words that he utters touch the heart of every Indian because he was able to connect with the public on an emotional level.
- A speech comprises two parts – the content of the speech and the attitude of the speaker. The content reaches the listener's brain whereas the attitude reaches his heart.
- Powerful speakers are able to capture the minds and hearts of the audience because they not only utter the right words but speak with the right attitude.

Conclusion

Civil servant has a position of authority and responsibility. He is representative of the government and hence trust in the public office. Many a times civil servant is required to persuade people about some issue. For effective communication, civil servant need right attitude, conviction, compassion otherwise people may not believe in what Civil servant has to say. Civil servant reflecting same attitude through his action and his words will be able to maintain good work culture.

19. "Independence can be meaningful only if it becomes an instrument for the expression of our culture." What do you understand by this quote? Explain.

Approach

Candidates can start the answer with highlighting recent exchange of words between executive and judiciary and then write about issues and share the views on existing system.

Introduction

All nationalist political parties and freedom fighters had a single aim, to get independence and to drive the British away. But what independence means and how we are going to develop our country and our people, are the most important issues. In this light, Deendayal Upadhyaya made this famous quote.

Body

Independence and expression of our culture:

- As per Pandit Deendayal Bhartiya cultures main feature is that it views life as an integrated whole, as against the Western culture, where life is treated as various parts which are mended together.

- Deendayal Upadhyaya firmly advocated that “one culture policy” is this policy that can preserve the unity and integrity of India and can solve all our problems. The base of our culture is diversity and plurality.
- Deendayal emphasized Independence is closely related to one’s own culture. What one means by independence is being dependent on one’s traditions, religion, life style, behaviour, history, principles etc.
- So, independence must give freedom for each person to express his/her culture. It shouldn’t be curtailed. Only then, independence of India will contribute to our progress in future.
- Build a culture like any thing is to unleash creativity and invention the first step in innovation. For creation and innovation, Independence should be emphasized and developed before creativity, because the one is an enabling condition of the other.
- Folks should not be forced by the government or by any other agencies to follow a culture. So, independence must give freedom for each person to express his/her culture. It shouldn’t be curtailed. Only then, independence of India will contribute to our progress in future.
- Certain cultural practices may not be useful in later phases of a country. Forcing to stick to the old culture/ traditions and not being adaptive is a loss of cultural independence.
- Independence can be summarized as the amalgamation of all the elements that create what we are at a given point of time. Not being able to adapt ourselves like this is a loss of cultural independence.

Expression of any culture must restrain:

- Fake news spreading false news implicating anyone in violent activities.
- In the era of developing thoughts and new culture, it is rather difficult to identify and classify any content as obscene or indecent.
- Several secessionist groups and anti-state elements use this right as a free pass to spread their rebellious ideas among people and cause disruption

Conclusion

Cultural values of life which are the source result as well as measure of our national life and are also extremely valuable for the entire world. To acquaint the world with this culture should be our supreme national goal.

20. In your opinion, what are the three most important qualities of great leader ? why ? substantiate your response.

Approach -

In this question candidates are expected to write about important qualities of great leader and why these qualities are important .and substantiate their thoughts .

Introduction

Effective leadership is crucial for the growth of any state or organization . A good leader has long vision of future and knows the path which can help achieve the goals of organization .

Body

A good leader has long vision of future and knows the path which can help achieve the goals of organization . A good leader needs to have some necessary abilities ,

- Leadership is defined as the action of leading a group of people performing a particular task.
- It involves the art of motivating people so that they will strive willingly and enthusiastically toward the achievement of group goals.
- Leaders act to help a group attain objectives through the maximum application of its capabilities.
- In today's world the role of leader is also to instil values – whether it be concern for quality, honesty and calculated risk taking or concern for followers.

Following are the three most important qualities of leader ,

Inclusiveness :

- A leader needs to cater to everyone's need in the group he/she leads and realizes the need to take everyone together. the quality of including many different types of people and treating them all fairly and equally.
- Gandhi Ji was able to lead mass movement because he was not seen as leader of a section of people but of all people of India from diverse backgrounds .

Farsightedness :

- Farsightedness in a leader is the ability to envision and articulate a successful future in a compelling and inclusive way. It's one of the essential qualities we look for in a leader.
- If a leader can't tell us where he or she believes we can go, what we can accomplish together, we hesitate to follow him or her. A good leader does not have myopic vision for future but acts in a way to ensure good of people in long duration .
- Martin Luther King was far-sighted. If you only read or listen to his "I Have a Dream" speech, and know nothing else about him, you'll know that's true.

Responsible-

- Responsible leadership refers to leaders who are deemed to properly and justly meet role, normative, ethical, and moral obligations they have with respect to defined stakeholders, and are willing to be held accountable for the consequences of their actions and behaviors.
- Lal Bahadur Shastri took moral responsibility of train accident and resigned from his job to set a high precedent of government office .
- A leadership based on inclusiveness and participatory decision making can be more engaging and democratic
- Inclusiveness not only builds trust between the leader and the community but it also effectively grooms the next line of leadership.

- With inclusive leadership one can develop and strengthen mutual respect among the diverse perspectives found in a community.

Conclusion

An effective leadership not only directs the present generation of community members towards productivity, but it also offers essential foundations for grooming progressive, inclusive and empathetic leadership in the generations to come. This is what then keeps on transforming society for better.

21. What are the effects of social media addiction on Indian youth? Is social media depleting the values of the young generation? critically examine.

Approach -

a simple straightforward question where candidates need to write about what are the effects of social media addiction having on Indian youth and is this addiction depleting values of young generation. examine it critically .

Introduction

Young individuals spend excessive time on these applications with Facebook and Instagram having largest user base in India, with growing dependency on social media it leads to depletion of moral values in youth .

Body

Social media has become a part and parcel of our day-to-day life. It's affecting us even without us noticing.

- Many surveys show that social media the impact on their children's values and moral development and hinder the development of morals and healthy values
- Social media was started with the intent to create a forum to allow people from different social and cultural backgrounds to interact regardless of location and time. But, unfortunately, there's a lot more negative impact on the youth from social media than positive.
- Youngsters have become so addicted to scrolling infinitely on Instagram, refreshing constantly for new content, checking likes & comments, updating every minute of our lives on social media.
- They get influenced by other people's posts, their success stories. This might make them feel insecure and dejected. They end up hating their own lives.
- The constant craving for likes, followers, comments, subscribers is really bad, it leads to losing confidence when you don't get them and why are we constantly looking for someone's approval or attention.
- Youngsters follow these memes and influence's and get inspired by them and we start assuming what we are doing is morally right though it is not.

- People act differently online, compared to how they would in real life. Which makes people act in an immoral way while still viewing themselves as a moral person.
- Not least the low level of agreement that social media can enhance or support a young person's character or moral development.
- Whilst parents acknowledged that positive character strengths, including moral virtues such as love, courage, and kindness, are promoted through social networking sites, they were reluctant to agree that these sites could have a positive impact on their child's character."
- We can deduce from the results that parents attitude towards social media is largely negative, 40% of them agree that social media hinders a young person's character or moral development, they were concerned or extremely concerned about social media having a potentially damaging impact on children.
- Parents who use social media have found that it lacks important positive characteristics for youth such as self-control, humility, and honesty, rather they see a lot of anger and hostility on these social media sites.
- It's not that we should completely stop social media, rather we should use it for the betterment of our character, we can use it to gain knowledge or even to enjoy some healthy humor.
- There's a lot of negativity spreading across these social media so don't get easily influenced by such content.

Benefits of Social Media-

- Social media is allowing the democratization of knowledge and broader communication.
- The rise of the virtual world provides voiceless people unprecedented opportunities to assert themselves and experience a sense of belonging.
- Social Media has also evolved as a tool to counter the hegemony or narrative of traditional players.
- Social Media has also bridged the distance.
- Today Social Media has empowered common people to directly interact with the government and avail government services directly.

Way forward-

- Social media is not going away, so by learning more about this relationship we should be able to maximize the benefits of social media use and avoid the pitfalls
- Exploring the relationship between social media and virtues in more depth, and hopefully offer a more constructive outlook on how social media might impact on a person's character and moral values.

Conclusion

Depletion of moral values will have large ramifications on society at large hence big tech firms and everyone must be held accountable for their actions which have wide social ramification.

22. Being patriotic is also being ethical. Do you agree? Critically examine.

Approach

Candidates can start the answer with highlighting importance of the print medium during struggle and then simply comment on how it mobilized the masses for movement.

Introduction

Patriotism generally can be defined as one's feeling of love and loyalty towards his/her country. Every state would like to make their citizens feel patriotic and this situation involves several ethical dimensions.

Body

Betterment of a society and progress of the country.

- Patriotism as a natural and appropriate expression of attachment to the country in which we were born and raised and of gratitude for the benefits of life on its soil, among its people, and under its laws.
- Amid the frequent confusion, frustration and anger of our political disagreements, patriotism a deep-seated love of our country remains something that has the potential to bring us together, particularly at times of national crisis or triumph.
- Only an inclusive imagination can breed patriots, since exclusivity breeds division, secession and war. As such Patriotism is not only a display of love and a deep sense of affection for one's country; it is also a feeling of pride.
- Rabindranath Tagore often used a term 'Deshabhimaan' as a synonym for this word in his works which aptly captures one of the dimensions of this word.
- India has a guiding philosophy of 'Vasudhaiva Kutumbakam' i.e., whole world is my family. Such understanding of patriotism can bring peace and prosperity to the country as well as the world.

Patriotism has had a fair number of criticisms:

- The harshest among them have judged it deeply flawed in every important respect. In the 19th century, Russian novelist and thinker Leo Tolstoy found patriotism both stupid and immoral.
- It is stupid because every patriot holds his own country to be the best of all whereas, obviously, only one country can qualify. Patriotism is most importantly expressed in a readiness to die and to kill for one's country.
- It is immoral because it enjoins us to promote our country's interests at the expense of all other countries and by any means, including war, and is thus at odds with the most basic rule of morality, which tells us not to do to others what we would not want them to do to us.
- Love of one's own country characteristically goes together with dislike of and hostility towards other countries. It tends to encourage militarism, and makes for international tension and conflict.

- Under name of patriotism in sports after losing game to the rival country patriots and sports enthusiast abuse the players and question his patriotism nationalism towards country for example, abusing Md Shami and Arshadeep Singh in Cricket.
- Apart from that, excessive pride in a national identity and display of Patriotism may acquire the form of 'ultra-nationalism' and jingoism. Ultra-nationalism inevitably turns exclusionary in nature and hence leads not to the assertion but disintegration of national unity and ultimately identity.

Conclusion

Krishna says in Gita, that there are multiple paths to the same truth. Similarly, there may be more than one way of displaying the patriotism towards one's country. One must be ready and vigilant to defend one's national prestige but must not enforce one's own ideas and ideals of national identity and patriotism upon everyone else.

23. Do you think sports teach a lot about ethics? Explain with the help of suitable examples.

Approach -

In this question candidates should write about how sports teach a lot about ethics in second part of answer write some examples to explain your points.

Introduction

The sportsmanship is built on the idea that sport both demonstrates and encourages character development, which then influences the moral character of the broader community. How we each compete in sports can have an effect on our personal moral and ethical behavior outside of the competition.

Body

Sports teaches athletes to respect effort and work ethic -

- Sports allow people to evaluate each other on merit: skills, work ethic, commitment, and integrity.
- Having had that experience with teammates in sport, athletes learn to recognize those qualities in people as adults, making them more likely to embrace equality and respect people equally based on values and actions instead of stereotypes.

To respect individuals for unique traits -

- Those who feel threatened by other people's skills, intelligence, or talents use harassment to gain and maintain a position of controlled power.
- Youth sports teach kids early on that individual teammates possess unique skills, and the benefits of utilizing those talents on and off the competitive field, not suppressing them.

- As adults, this lesson manifests as men and women who value and respect each other for the talents and skills they bring to a project, a job, or a family.
- These are adults who care more about the team's success than personal glory, and understand that a leadership position is about bringing forth everyone's best effort.

Sports teaches athletes to lead through collaboration-

- Many parents encourage children to participate in youth sports to develop leadership skills. Perhaps more important is the type of leaders sport produces.
- Athletes learn there is no way to obtain a teammate's best effort through force or intimidation.
- If you want a person's best effort, that person needs to feel valued, safe, and appreciated so they want to give their best. Leaders of great sports teams win the loyalty of their teammates through collaboration, not intimidation.

Sport teaches athletes to lose -

- Harassment and bullying are fueled by insecurities, and a fear of losing is one of the reasons insecure people seek to dominate others.
- They use intimidation and force to maintain the positions of power they fear losing if their insecurities and weaknesses are exposed. Athletes, on the other hand, learn losing doesn't diminish your value or self-worth.
- Anyone can be outplayed on any day, and athletes learn to respect an opponent's skill and effort, even in defeat. Sports teach athletes competition – and by extension, life is a series of wins and losses, none of which change who you are.
- Athletes don't fear losing because they know it's not the end of the world, and that the best way to create another opportunity to win is by working hard, moving forward, and earning it.
- In many ways, athletic competitions mimic other aspects of life; its disappointments, victories, and struggles. These experiences can have meaningful implications on people's behaviors, values, and understanding of themselves and others.

Examples of ethical behavior by sportsperson -

- Legendary Indian cricketer Sachin Tendulkar was told by his father that he would be a role model in future and so he should never promote alcohol or tobacco products.
- Pat Tillman-Tillman was a rock star college football player until the September 11 attacks happened. He gave up a multi-million-dollar contract to go pro and joined the Army. His brother, Kevin, turned down a professional baseball career to enlist alongside Pat.
- Stephon Marbury-Marbury knows what it's like to grow up poor. He spent a childhood not knowing if mom would be able to put food on the table and longing for basketball shoes but knowing there's no money for them. That's why this NBA star founded his n line of sneakers, jerseys and basketball accessories. He's not making a ton of profit selling shoes at \$15 a pop, but he is making a lot of dreams come true.

Conclusion

The value of sports lies in their ability to do more than identify the best athletes. Sports can instill important values, including respect and teamwork, as well as teach lessons about perseverance and honesty. As far back as ancient Greece, athletics have been seen as an important character-building tool that encourages discipline, collaboration, and responsibility. Sports without ethics do not live up to these values.

24. In the ongoing world football world cup, the Iranian team declined to sing the national anthem in solidarity with Iranian women. was it ethical? substantiate your views.

Approach -

In this question candidates need to write about, is Iranian football teams' decision to decline singing of national anthem in solidarity with Iranian women ethical. In second part of answer substantiate their views.

Introduction

Iran's national football team chose not to sing their country's anthem before their FIFA world cup match on Monday, in an apparent show of solidarity with anti-government protesters amid discontent over their reluctance to speak out. The players were solemn and silent as the anthem was played before the match.

Body

Ethics and Values play a vital role in shaping an individual's personal and professional life. Ethics and Values effectively contribute to developing one's personality and attitude towards society.

- The principles of ethics are generally based on "Truth, Honesty, Integrity, and Justice".
- Ethics can be defined as a set of rules controlled by an individual's behaviour, which are strengthened by a society or a group of people.
- Iran's soccer players did not sing their country's national anthem before the team's first match of the 2022 World Cup against England, an apparent nod to the protests that have spread worldwide following the death of Kurdish-Iranian woman Mahsa Amini.
- The protests sparked in September, when Iran's so-called morality police killed a 22-year-old woman named Mahsa Amini for allegedly breaking the rules over head covering.
- Ethics ensure individual freedom as one can differentiate between right and wrong.
- The act of Iranian players can be seen as fight against injustice and quest for Truth.
- Many experts believe that the protests are among the biggest challenges faced by the Iranian theocratic government since the Iranian revolution of 1979.
- Defender Ehsan Hajsaf became the first player of Iran's national team to open up about the anti-government protests in the country. "They should know that we

are with them. And we support them. And we sympathies with them regarding the conditions.

- He further said We have to accept the conditions in our country are not right and our people are not happy. We are here but it does not mean we should not be their voice or we should not respect them.
- Ethics must be directed towards the benefit of others excluding self-centred characteristics.
- By seeing these players act upcoming generations will learn to stand against injustice .
- As country facing critical situation and protests engulfing all over the nation its moral responsibility as a aware citizen to speak up against it .
- Patriotism doesn't lie in only guarding national boundaries but guarding country from inside against evil forces who encroaches upon individual rights .
- Values are considered sacred and are moral imperatives for those who believe in them. Sacred values will seldom be compromised because they are perceived as duties rather than as factors to be weighed in decision-making.
- Values are personal in character. They are related to one's personal beliefs and choices. They generally descend from one generation to the other through family or societal beliefs and practices.
- This is not first time when sporting stage used by players for raising their voice, few years ago baseball player Colin Kaepernick also knelled down as protest against racism and black lives matter campaign during national anthem .
- Maintaining silence when fellow countrymen suffers is sign that its just matter of time that evil forces will also come to you .
- As they say injustice happening anywhere is threat to justice everywhere.
- Some values have intrinsic worth, such as love, truth, and freedom. Other values, such as ambition, responsibility, and courage, describe traits or behaviors that are instrumental as means to an end.
- The protest done by Iranian players is highest form of patriotism as even after death of Mahasa amini govt trying to suppress protests by any means including killing people in peaceful protests .
- Hence it ain't wrong to utilize sporting platform to raising voice against injustice as sports unites whole world and gives coverage worldwide.
- The players act becomes more justified as Iranian government was trying to suppress their voices by not giving coverage to protest happening all over country.
- So using social media power to garner support for just cause from world is absolutely ethical, and this technological advancements not available for previous generations.

Conclusion

The act of Iranian football team to decline singing national anthem is absolutely ethical as they gave freedom as highest regard and not just playing for country but doing their national duty as responsible citizen.