



INSIGHTSIAS

SIMPLIFYING IAS EXAM PREPARATION

- IAS SELF STUDY GUIDE -

SECURE SYNOPSIS

MAINS 2018

GS-IV

MAY 2018

© INSIGHTS ACTIVE LEARNING



NOTE: Please remember that following '*answers*' are *NOT* '*model answers*'. They are NOT synopsis too if we go by definition of the term. What we are providing is content that both meets demand of the question and at the same time gives you extra points in the form of background information.



Table of Contents

Topic: Contributions of moral thinkers and philosophers from India and world. _____ 4

Q) Discuss the contribution of Immanuel Kant to the field of moral philosophy. (250 words) 4

Q) Virtue theory of ethics is one of the oldest normative traditions in Western philosophy, having its roots in ancient Greek civilization. Discuss. (250 words) _____ 5

Q) Swami Vivekananda's thoughts on ethics are essentially practical and based on normative ethics. Discuss. (250 words) _____ 6

Q) Raja Ram Mohan Roy was a tireless social reformer who revived interest in the ethical principles of the Vedanta school as a counterpoise to the Western assault on Indian culture. Comment. (250 words) _____ 7

Q) "Our republic and its press will rise and fall together". (J Pulitzer) Comment. (250 words) _____ 8

TOPIC: Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values. Probity in Governance: Concept of public service; Philosophical basis of governance and probity; _____ 10

Q) "Indian philosophy is essentially a philosophy of values." Comment. (250 words) _____ 10

Q) What do you understand by open source intelligence (OSI). Discuss the key ethical issues involved in the field of OSI. (250 words) _____ 11

Q) Discuss the role of the family in inculcating values. The dilemma for a modern society is how to preserve family values in a nation of diverse tastes. Comment. (250 words) _____ 13

TOPIC : Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships. _____ 15

Q) Ethics for ancient Greeks referred not only to the theoretical discussion about the topic but essentially the actual practice of it. Comment. (250 words) _____ 15

Q) Divorced from ethics, leadership is reduced to management and politics to mere technique. (250 words) _____ 16

Q) "Courage is the first of human qualities because it is the quality which guarantees the others." Comment. (250 words) _____ 18

Q) Human Behaviour Flows From three Sources: Desire, Emotion, And Knowledge. Comment. (250 words) _____ 19

Topic: Attitude: content, structure, function; its influence and relation with thought and behaviour; moral and political attitudes; social influence and persuasion. _____ 20

Q) Discuss the relationship between attitude change and social persuasion. (250 words) _____ 20

Q) Morality is simply the attitude we adopt towards people, we hate personally. Comment. (250 words) _____ 21

Topic: Aptitude and foundational values for Civil Service , integrity, impartiality and nonpartisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker sections _____ 22

Q) In itself, toleration/ tolerance is not a virtue or value; it can only be a value if backed by the right normative reasons. Comment. (250 words) _____ 22



TOPIC : Public/Civil service values and Ethics in Public administration: Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance; strengthening of ethical and moral values in governance; ethical issues in international relations and funding; corporate governance. _____ **24**

Q) There is an ample yet subtle difference between ethics, morals and laws. Discuss. (250 words) _____ 24

Q) A dilemma is something wider and more demanding than a problem, however difficult or complex the latter may be. Comment. (250 words) _____ 26

Q) The idea that there is a clear and easy distinction between ancient ethics and modern moral theories is premature and misleading. Comment. (250 words) _____ 27

Q) Discuss some of the ethical issues surrounding a modern police job. (250 words) _____ 29

TOPIC : Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen's Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption. Case Studies on above issues. _____ **30**

Q) Examine the need for having a ethical work culture in any organization. Discuss, how to create a culture of ethics in an organization. (250 words) _____ 30

Topic: Emotional intelligence-concepts, and their utilities and application in administration and governance _ **32**

Q) What do you understand by emotional intelligence. Discuss the five components of emotional intelligence as given by Holeman. (250 words) _____ 32



General Studies Paper - IV

Topic: Contributions of moral thinkers and philosophers from India and world.

Q) Discuss the contribution of Immanuel Kant to the field of moral philosophy. (250 words)

Reference

Why this question

The question is related to GS 4 syllabus under the following heading-

Contributions of moral thinkers and philosophers from India and world.

Key demand of the question

The question wants us to write in detail about the contribution of Immanuel Kant to the field of moral philosophy.

Directive word

Discuss- we have to write at length about the contribution of Immanuel Kant- his books, works, thoughts, quotation etc.

Structure of the answer

Introduction– Mention Kant's role to effect Copernican revolution in philosophy and his overall status as a philosopher.

Body– Discuss in points, about the contribution of Immanuel Kant to the field of moral philosophy. Mention the important works of Immanuel Kant and discuss their moral philosophy. Take help of the article attached with this question to frame the answer.

e.g Critique of Practical Reason, Critique of Judgement, Metaphysics of Morals etc.

Conclusion– Bring Out the relevance and overall importance of Kant's works and mention some of his favourite quotation on morals and ethics.

Answer:-

- Having mastered epistemology and metaphysics, **Kant believed that a rigorous application of the same methods of reasoning would yield an equal success in dealing with the problems of moral philosophy.**
- **Kant believed that people's actions should to be guided by moral laws, and that these moral laws were universal.** He held that in order to apply to all rational beings, any supreme principle of morality must itself be based on reason. **According to Kant a good person is someone who always does their duty because it is their duty.** It is fine if they enjoy doing it, but it must be the case that they would do it even if they did not enjoy it. The overall theme is that to be a good person you must be good for goodness sake.
- **Kant believed that certain types of actions (including murder, theft, and lying) were absolutely prohibited,** even in cases where the action would bring about more happiness than the alternative. Kant's theory is an example of a **deontological moral theory**—according to these theories, *the rightness or wrongness of actions does not depend on their consequences* but on whether they fulfill our duty.
- **Kant believed that there was a supreme principle of morality, and he referred to it as *The Categorical Imperative*.** The CI determines what our moral duties are.
- Kant argues, the moral value of the action can only reside in a formal principle or "maxim," the general commitment to act in this way because it is one's duty. So he concludes that "Duty is the necessity to act out of reverence for the law." According to Kant, then, the ultimate principle of morality must be a moral law conceived so abstractly that it is capable of guiding us to the right action in application to every possible set of circumstances.



Basis of Moral Knowledge

- The mission of moral philosophy is to determine how we are able to arrive at principles of behaviour that are binding upon all people.
- Kant did not believe that induction was a suitable method for determining these principles since that would simply tell the people do behave not how they ought to behave.
- For Kant the moral judgment, “we ought to tell the truth” is arrived at in the same way as the scientific statement, “every effect has a cause.”
- These judgments are derived from reason not experience. According to him, theoretical reasoning brings the category of causality whereas, practical reason brings the “ought to be”.
- He states that in science and in moral philosophy the concepts should go beyond any particular facts like science, practical reason employs a priori judgments.
- The basis of obligation must not be sought in human nature or in the circumstances of the world but a justified argument in the concepts of reason.

Postulates on morality:-

- The postulate of immortality was that the belief in immortality has to be based on the moral disposition and not one hope of future rewards.

Criticism

- Kant’s system, neglects to identify or, rather, to justify the existence of the moral law.
- It neglects the value of nature

Kant’s moral philosophy is still largely relevant in the present modern world.

Q) Virtue theory of ethics is one of the oldest normative traditions in Western philosophy, having its roots in ancient Greek civilization. Discuss. (250 words)

Reference

Why this question

*This question is related to GS 4 syllabus under the following heading-
Contributions of moral thinkers and philosophers from India and world.*

Key demand of the question

The question wants us to delve into the normative ethics theory and probe the ancient Greek philosophy and philosophers which contributed to normative ethics theory.

Directive word

Discuss- We have to write in detail about the key demand of the given question- describe normative ethics theory and give an account of ancient Greek philosophers and their philosophy related to normative ethics.

Structure of the answer

Introduction– give a brief description of normative ethics theories along with the Golden principle.

Body- Discuss in points contribution of ancient Greek philosophers in the field of normative ethics. Quote as many philosophers and works as possible and try to provide a gist of their works and thoughts on normative ethics. Take help of the link attached with the question to frame your answer.

Conclusion– Mention other great philosophers like Kant, Locke etc and their duty theories.

**Answer:-**

- **Normative ethics** involves arriving at moral standards that regulate right and wrong conduct. In a sense, it is a search for an ideal litmus test of proper behaviour. The Golden Rule is a classic example of a normative principle: We should do to others what we would want others to do to us.
- The Golden Rule is an example of a normative theory that establishes a single principle against which we judge all actions. Other normative theories focus on a set of foundational principles, or a set of good character traits.
- Virtue ethics, places **less emphasis on learning rules, and instead stresses the importance of developing good habits of character, such as benevolence**. Plato emphasized four virtues in particular, which were later called cardinal virtues: wisdom, courage, temperance and justice.
- In addition to advocating good habits of character, **virtue theorists hold that we should avoid acquiring bad character traits, or vices, such as cowardice, insensibility, injustice, and vanity**.
- **Aristotle** argued that virtues are good habits that we acquire, which regulate our emotions. For example, in response to my natural feelings of fear, I should develop the virtue of courage which allows me to be firm when facing danger.
- **Interest in virtue theory continued through the middle ages and declined in the 19th century with the rise of alternative moral theories below**. In the mid 20th century virtue theory received special attention from philosophers who believed that more recent ethical theories were misguided for focusing too heavily on rules and actions, rather than on virtuous character traits. **Alasdair MacIntyre (1984) defended the central role of virtues in moral theory and argued that virtues are grounded in and emerge from within social traditions**.

Q) Swami Vivekananda's thoughts on ethics are essentially practical and based on normative ethics. Discuss. (250 words)

Reference**Why this question**

*The question is related to GS 4 syllabus under the following heading-
Contributions of moral thinkers and philosophers from India and world.*

Key demand of the question

The question wants us to give an account of Swami Vivekananda's thoughts on ethics and morality and then form an opinion on whether they were based on normative ethics and to what extent they were practical in nature.

Directive word

Comment- we have to form a personal opinion on the above issue and provide necessary justification in its support.

Structure of the answer

Introduction– Mention about the early life and overall contribution of Swami Vivekananda.

Body– Discuss in points, about the teachings, thoughts, quotations, works done by Swami Vivekananda on ethics and morality. Take help of the article attached with this question to frame your answer. You can also take help of other related articles to add to your answer.

Conclusion– Form a balanced and fair opinion on the issue of normative ethics and Swami Vivekananda's thoughts.

**Answer:-**

- **Ethics, according to Vivekananda, is nothing but a code of conduct that helps a man to be a good citizen of the world.** The world needs good citizens for the betterment of the people. Without good citizens, no system, social or practical can function in right ways. **The basis of all systems social or political rests upon the goodness of men.**
- Ethics is also a mean to reach the goal, but it lies beyond laws. The strength of morality is greater than those facts.

His ethics is practical and normative:-

- It is practical as it **throws lights on the practical life of a man.** It addresses both the aspects of ethics containing two vital **parts how and why a man will lead an ethical life.**
- **It is not Meta ethics** as it does not deal only with the theoretical meaning and reference of moral proposition and how their truth values may be determined.
- Normative ethics deals with the practical means of determining a moral course of action. Swami Vivekananda clearly makes distinction between two concepts of moral and immoral. He says, that which is selfish is immoral, and that which is unselfish is moral.
- A man who wants to behave in accordance with the code of ethics must put himself last, i.e. **he must show his attention for the interest of others first.**
- The background of ethics of Swami Vivekananda is - the infinite oneness of the soul is the eternal sanction of all morality.
- From this thinking of Swami Vivekananda it is clear that the boundary of morality is **extended to non-human beings also to treat them as ethical beings.**
- To him, doing good is a secondary consideration. We must have an ideal. Ethics itself is not the end, but the means to the end

Therefore the concept of ethics of Swami Vivekananda may be designated as holistic ethics, as it tends to address the whole world. It is the duty of human beings not to show ethical behavior only to other fellow beings, but also to the whole universe. The whole universe is the subject matter of Vivekananda's ethics.

Q) Raja Ram Mohan Roy was a tireless social reformer who revived interest in the ethical principles of the Vedanta school as a counterpoise to the Western assault on Indian culture. Comment. (250 words)

ReferenceReference**Why this question**

The question is related to GS 4 syllabus under the following heading-

Contributions of moral thinkers and philosophers from India and world.

Key demand of the question

The question wants us to discuss in detail about the achievements of the first modern man of India. It wants us to describe his work on Vedanta and how he aimed to develop it as a counterpoise to Western schools.

Directive word

Comment- we have to form a personal opinion on the issue. We have to provide necessary arguments/ facts/ examples in support of our opinion.

Structure of the answer

Introduction— give a brief introduction about Raja Ram Mohan Roy and his contribution towards the Indian society.



Body– Discuss the concept of neo-vedanta and how yoga emerged from it along with fruitful comparison vs Western philosophy. Mention his other works like the essay on Vedantasara, his book- a gift to monotheism, his beradar (brother) groups, his another book- The Precepts of Jesus: The Guide to Peace and Happiness etc.

Conclusion– Form a fair and concise conclusion based on the above discussion.

Rammohun Roy is a janus figure in Indian Renaissance. The elements of modernity in him and the break with tradition are of help to discover Rammohun Roy's image as the '**father of Modern India**'.

- He looked back to a tradition in search of monotheism, and looked forward to a sort of Protestant reformation within the Hindu milieu. Rammohun found a firm footing in the Vedanta with Samkara's interpretation, in the light of the course, of his own understanding.
- His crusade against idol-worship was categorical and straight forward. In the preface to his translation of the Isa Upanishad Ram mohan refuted all the arguments against image-worship.

Ram mohan's monotheism can be attributed to his training in three separate strands of philosophy.

- His acquaintance with the Perso-Arabic literature of the seventeenth and eighteenth century, the study of Vedanta and other philosophical works in Sanskrit and his close contact with the Unitarians and other Christian missionaries among the-European inhabitants of India-all these had their influence in the formative period of his thought.

He implied that every religion has a philosophical core, and as for Hinduism it was Vedanta .

- **The Vedanta provided him with the cultural category** while his interpretation of it as monotheistic yielded a comprehensive, holistic theory, which provided a comprehensive critique of culture, society and ideology.
- Raja's monotheistic Vedanta provided people with an idea of the paradigms of social change i.e., why one paradigm is better than another. It enabled people to consider the comparative adequacy of ways of life that might claim people's allegiance. In such humanitarian vision lies Raja's lure and his share in India's modernity.

Q) "Our republic and its press will rise and fall together". (J Pulitzer) Comment. (250 words)

Indian express

Why this question

Cobrapost sting has captured the imagination of the entire nation and lowered the image of media which was already down in the dumps. This calls into question the grave issue of ethics in media and why media's role is crucial in sustenance of republic and democracy.

Key demand of the question

The question expects us to present our view on the interrelationship between an ethical media and a thriving republic. It expects us to bring out the values which are to be upheld by media and how those values translate into a strong republic. We are also expected to bring out how those values are crumbling today which is also affecting the harmony in our nation and society.

Directive word

Comment – When you are asked to comment, you have to pick main points and give your 'opinion' on them based on evidences or arguments stemming from your wide reading. Your opinion may be for or against, but you must back your argument with evidences. These types of question offer you a chance to consolidate your reading of different subjects to justify your opinion.

Structure of the answer

Introduction – mention the Cobrapost scandal and the debates that it raises. Highlight that Pulitzer, the trailblazer of journalism, would have been ashamed.



Body

- *Explain the values which in your opinion is what media has to uphold. Like freedom of speech, asking questions, parliament of the people etc*
- *Relate those values to how they would help in strengthening the republic. This should be the main part of your answer*
- *Examine how the media has performed so far and the effects it has had on the nation and the society*
- *Present your view*

Conclusion – *Stress on the importance of media for a democracy and suggest reforms like the findings of Leveson committee etc*

- Around the world, digital media technologies are having a profound impact on the production and dissemination of news. These tools allow journalists to reach broader audiences, faster than ever before and allow citizens to play a greater role in the democratic debate. New technologies are expanding the information space and especially in Asia use of the internet, mobile phone news services, blogging and social media have seen enormous expansion.
- The rising popularity of websites such as YouTube, Facebook and Twitter means that news is no longer the exclusive preserve of reporters working for traditional media. Hence there is need for strong media ethics.
- The five cardinal principles of journalism are getting the facts right is the cardinal principle of journalism, Journalists must be independent voices, fairness and Impartiality, humanity and accountability.
- A free and editorially independent press is an essential instrument for the promotion and consolidation of democracy and good governance. The media that claims to be the fourth pillar of democracy should remember that the role entrusts it with some responsibilities. Good journalism is about telling the truth
- From the Radia tapes in 2010 to the Essar leaks last month, Indian journalism has been creaking under the burden of unethical practices. Number of prominent media institutions have over the years become a toxic amalgam of venality, fanaticism, irresponsibility and subservience to power. The media has gone from being the saviour to democracy to being one of the principal threats to it.
- **Content in Indian media houses is not impartial and some favour some groups over other.** These deals are struck not just by low-level marketing operatives, but seem to be negotiated by India's biggest media barons and are constitutive of the business model. **Issue of paid news that has become prominent of late.**
- **Opaque private treaties have become common .For instance** BCCL scheme involved private treaties by which a company would allot equity to BCCL in return for ad space, the report says. **Media houses resorted to blackmail** as well for instance in 2012 senior editors of the television channel Zee News were arrested for allegedly demanding Rs 100 crore from Jindal Power and Steel Ltd.
- **One of the defects is that the media often twist facts. Media often portray non-issues as real issues,** while the real issues are sidelined for instance celebrity lives are probed very deep when many people are reeling under poverty and malnutrition in India.
- **Fake news shaped by preconceived notions,** emotions and interests is now rampant on many media platforms. Many media houses are in competition to build a world of fake news to serve political and corporate interests leading to undermining of the democracy.
- **When any violence takes place media these days is giving a communal colour or religious angle to it** even before facts are established. Also growth of technology has led to faster reporting. It should also have helped to enhance the quality of news. However, it can't be said technology has enhanced the media's credibility. Today's measure is a race to telecast, even if what is given is false. This must change.
- The mechanism of self-regulation has disappointed on many accounts, which makes it necessary to emulate the model of co-regulation, which is practiced in other countries.



TOPIC: Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values. Probity in Governance: Concept of public service; Philosophical basis of governance and probity;

Q) “Indian philosophy is essentially a philosophy of values.” Comment. (250 words)

Reference

Why this question

Indian philosophies is one of the oldest philosophies in the world with certain peculiar traits and lines of thought. Indian philosophy has a lot to share with the western and eastern philosophies but also differs from them in certain key respects. The issue is related to GS-4 syllabus under the following heading-

Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.

Probity in Governance: Concept of public service; Philosophical basis of governance and probity;

Key demand of the question.

The question simply wants us to brainstorm on the above statement and decide whether Indian philosophy is essentially a philosophy of values. Whatever our stand, we have to justify it with proper and valid arguments/facts/ examples.

Directive word

Comment-we have to present our personal opinion on the given statement and bring-out justifications in support of our answer.

Structure of the answer

Introduction- *briefly discuss Indian philosophies roots in vedas and their link with morality.*

Body –

- *Discuss main schools of Indian Philosophy and differentiate between orthodox and heterodox schools of thought.*
- *Discuss the similarities of Indian philosophies and their stress on linking philosophy with practice. E.g Indian ethics is based on Purusharthas i.e. ultimate goal of life. The Indian conception of values- viz the four connote as the goals of human life to be achieved through activities or practice, Indian philosophy is mainly axiological and additionally, cosmological and epistemological etc.*

Conclusion– *present a balanced and fair opinion on the given statement and mention lack of attention towards scientific study of ethics*

Answer:-

India has been described by some traditional texts as Sa Prathama Sanskrati Vishvavara, the first and supreme culture in the world. To this day, the South Asian country remains a hot spring of ancient wisdom on mind-body health and spirituality.

Indian philosophy:-

- Dharma, moksha, karma, and atman are important concepts of Indian philosophy. All these four concepts are interrelated. e.g. the indiscriminate destruction of nature by man has led to an imbalance in nature which has created problems of global warming and unusual natural disasters.
- Since man has not performed his/her duties (karma) in preserving nature, there is imbalance of nature and the cosmic whole (dharma) is affected. A person is reborn to make amends for the wrong done in the earlier life. This brings us to the idea of sustainable development which also takes on a spiritual dimension.
- Indians do not believe in value or a collection of values but in a value- system which in classical terminology is called purusharthas that is four fold ideals of human life.



- **Performing of the duties of institutions (varnasrama dharmas), a number of sanskaras, household life, marriage, earning wealth, enjoying sex for begetting an offspring, sacrifices, meditation, pilgrimage, all are value and virtuous only because of them instituted in the system.**
- Purusarthas are enumerated generally as four namely wealth (artha), desire (kama), dharma (virtues) and liberation (moksha).

How is it a philosophy of values:-

- Indian philosophy is often referred to as a 'darshana'. It is assumed that one, **who follows it, should be able to "see" the truth and lead life in accordance with the truth perceived.**
- Some schools of Indian philosophy are pro-Vedic like Sankhya, Yoga, Nyaya and Vaisheshika, etc: The anti-Vedic schools of thought include Charvaka, Buddha and Jain philosophies.
- However, Indian philosophy has certain common features. **For instance, its quest for spiritual progress is a predominant characteristic. Thus many Indian Philosophical schools believe in soul and the need for its enlightenment.**
- It transcends thoughts, based on religion and those **upholding merely ethics.** Apart from seeking higher attainments like 'moksha', i.e. spiritual progress, **Indian philosophy also seeks truth and knowledge, explains and upholds ethics.** Thereby it is a source of morals and values to guide human life.
- Happiness is a key value and Indian philosophy offers strategies to ensure happiness.
- Though Indian philosophy **emphasizes the need for individual (meditation) Sadhana for liberating the mind,** at the same time it seeks universal Values Enshrined in Indian wellbeing.
- **Emancipation from miseries and ignorance is the common pursuit of both Darshan and Dharma.** There is synergy between philosophy and religion. The Vedas are a rich source of values for all and especially for the teaching community.
- The **Nyaya school of Logic introduced a method based on scientific** rules of reasoning, by which certain knowledge could be arrived at regarding the object of enquiry. Therefore the skill of logic and reasoning is developed and the values of verification, fairness, caution are encouraged.
- **Vaisesika school :-**
 - Values of uniqueness and individualism are recognized and a strong sense of identity develops. Through both synthesis and analysis we can understand both ourselves and the world around us.
- **Samkhya philosophy** claims that the effect lies in the cause, e.g. drop a glass and it breaks into pieces. **If you had not dropped it, then the glass would not have broken. From this example, it can be inferred that an individual has to take responsibility for his/her own action.**
- **Yoga increases self-discipline, self-control, concentration, reduces stress and enables one to control emotions.**

Q) What do you understand by open source intelligence (OSI). Discuss the key ethical issues involved in the field of OSI. (250 words)

[Wikipedia](#)

[Reference](#)

Why this question

OSI is a comparatively new but rapidly rising field of data collection for the purposes of gathering intelligence to be used further. The field poses certain ethical questions and concerns. The question is related to GS-4 syllabus under the following heading- Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.



Key demand of the question.

the question wants us to describe the concept of OSI. Then it wants us to discuss the key ethical issues involved in OSI.

Directive word

Discuss- we have to dig deep into the given issue and write in detail about all the key ethical issues involved therein.

Structure of the answer

Introduction– Give a simple but complete definition of OSI.

Body-

A- discuss the sources from which data is gathered under OSI

B- discuss the key issues involved- lack of knowledge and consent of the person whose data is gathered, prone to misuse, threat to privacy and personal liberty. Also responsibility of netizens to protect their data, role of government etc

Conclusion– present your opinion on the deployment of OSI and what safeguards need to be placed to prevent unethical use of open source data.

This is an all-encompassing directive – you have to debate on paper by going through the details of the issues concerned by examining each one of them. You have to give reasons for both for and against arguments.

Answer:-

Providing for safety and security is a core task of the state. The rapid development of technology has, in many ways, affected the dynamics of this responsibility. Intelligence- and security agencies and the police increasingly rely on information technology that facilitates the collection of Open Source Information (OSINF).

Open source intelligence :-

- OSINF forms the basis of Open Source Intelligence (OSINT), which is gathered through publicly available sources that are unclassified and include sources ranging from (foreign) newspapers, governmental reports, public data, maps, academic sites to blogs, social networking sites, apps and web-based communities
- It is information that is not classified nor under any property constraints. It doesn't matter if the data has been produced for a broad audience or for a selected one.

Open source intelligence is used because:-

- It also provides extra information which sometimes cannot be gained by other intelligence sources (e.g. human intelligence).
- In addition, as a result of the wide availability of (local) news coverage throughout the internet, the use of online open sources enables security and intelligence agencies to be more up-to-date.
- Simultaneously, online open sources may in times of crisis e.g. a war be a more reliable and safe way of acquiring intelligence than by polarized human intelligence.
- The large scale usage of (online) open sources has created new contexts and perspectives that assist intelligence and security agencies to better understand the complexity of certain security developments within local or national contexts.
- It enables intelligence and security agencies to verify (classified) information with various open media sources and data.



Ethical issues:-

- Legitimacy of the growing use of OSINT **cannot be derived solely from the pursuit of security or safety concerns.**
- **Effects for human rights:-**
- **Freedom of internet and the rights to privacy and data protection:-**
 - Important dilemma with the processing of the information that is collected from the social media relates to the storage of large datasets that contain quantities of digital personal information.
 - Subsequently, data analysis tools are used to discover previously unknown, valid patterns and relationships.
- **Lack of consent:-**
 - Data mining tools in relation to collected information from e.g. social networking sites can be used by law enforcement and security and intelligence agencies to develop risk profiles and label individuals as potential security risks. **For most people this profiling takes place without the data subject even knowing that he or she is being profiled.**
 - This development has led to significant concerns about privacy and data-protection as well as the right to a fair trial
- **Violation of personal liberty and privacy:-**
 - Data mining of social networking sites for security and intelligence purposes is therefore a violation of privacy.
- **Ensuring accountability is more complex** if the information is not collected by the security agency itself, but by other public or private entities.

Therefore there is a need to encourage strong legal frameworks, a global set of standards that can make all organisations in this area of domain accountable.

Q) Discuss the role of the family in inculcating values. The dilemma for a modern society is how to preserve family values in a nation of diverse tastes. Comment. (250 words)

Reference

Why this question

The first part of the question is a direct excerpt from the mains syllabus while the second part is its extension to conflict between diversity of tastes vs family values. the issue is related to GS-4 syllabus under the following heading-

Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.

Key demand of the question.

The question wants us to bring out the role of family in inculcating values in a person and then form a personal opinion on the dilemma of the society to preserve family values in the face of diverse tastes.

Directive word

Discuss- we have to write in detail about the role of a family in inculcating values in a child.

Comment- we have to present the the present structure and nature of a modern society and how it influences a family's capacity of inculcation and transmission of values.

Structure of the answer

Introduction- *give a brief definition of values and family.*

**Body-**

- *Discuss in points the role of family in inculcating values in a child.*
E.g discuss individual values of truthfulness, sense of responsibility, happiness, peace, etc are inculcated without any conscious effort.
- *Present the current scenario of nuclear families, single parents and how it affects the transmission and inculcation of values.*
E.g stress on materialism/ consumption, high competition, presence of superstructures like globalization, nations, social media etc.

Conclusion– *Based on the above discussion, form a fair, balanced and concise opinion on the second part of the question.*

Answer :-

- Family is the foundation on which values are built. Moral values like truthfulness, happiness, peace, justice are instilled in children's thoughts, feelings and actions and they function as ideals and standards that govern their actions in their life.
- The value system practised in the family becomes automatic to the young family members if they are taught moral values systematically. The family, shapes the child's attitude towards people and society, and helps in mental growth in the child and supports his ambitions and values. **Blissful and cheerful atmosphere in the family will develop the love, affection, tolerance, and generosity.**
- **A child learns his behaviour by modelling what he/she sees around him/her** Family plays a major role in helping a child socialize and has great influence and bearing on the emotional and physical progress of the child.
- **Joint family system, the presence of elders in the family plays the effective role in social and moral development of the children.** It also helps young generation of the family to imbibe human values and eradicate their negative mental tendencies when they are among elders.
- The behavioural problems are set correct only by the involvement of family in the child's life as they spend most of their time in adolescence with the parents. Family is the **first social organisation that provides the immediate proximity from which the child can learn his behaviour.**
- Customs And Traditions followed and taught by the family leads a disciplined and organized life. Families values helps the child to stand strong on his views despite others efforts to break through with opposing beliefs. In addition,
- Thus, family is important in developing the moral values of child. There is a close contact between the parents and children, which determine the personality of child.

Dilemma is to preserve family values :-

- Modern families are undergoing transformations as they adapt to an everchanging world, which brings changes in the family functions, forms and structures as well as the family education model
- In the modern society the traditional joint family system is rarely seen and many new versions of families are cropping up like single parent families, nuclear families, same sex families etc.
- Materialism and pursuit of money have turned the people especially the youth into cold and callous machines in search of worldly comforts. **Man has lost peace of mind and quietude. In the past social norms bound the society together but now the attitudes are changing. These disturbing trends are eating up the vitals of the families and the society.**
- The amount of time parents spend with their children has been dropping dramatically. As a result, **education responsibility has been taken over by institution and other people**, which may lead to the deterioration of family constituting the basis of the proper upbringing of children.
- **Increasing consumerism has gradually led to the materialization of society** and perception of values formed on the basis of one's own possessions. As a result, interpersonal relationships have been **weakened mainly due to an increased focus on one's own individual needs as well as self-realization.**



- The **deepening widening processes of globalization** have changed the family structures, relationships among family members and parents perception of parental responsibility. Parents spend more time reaching their goals, which causes a decrease in family interaction.
- The children **seem to have difficulty in learning and understanding the importance of the moral values** determining a child's attitudes and behaviour.
- **Modern parents decision to have children is associated with their belief about prestige, life satisfaction and important investment.**
- Children are considered both parents tools to fulfil their dreams or plans and evidence of social status and economic possibilities of the family. Parents in today's society are also restricted as to how to discipline their children in many cases parents are getting sued.
- In the modern family material goods, family traditions or moral values are not traditionally handed down from generation to generation. Limitations of contacts between grandparents and grandchildren have a negative effect on children's development, depriving them of many valuable experiences.
- Spending the time with people from the older generation children can broaden their knowledge, get to know moral norms, learn empathy and understanding for others.
- Weak bonds with the family may lead young people to emotional instability and moral confusion. That, in turn, may result in dangerous activities, self-destruction, aggression and brutal behaviours.
- However a modern family is a basis preparing a young generation for independent life it helps to gain education, supports individual development of a person taking into consideration the person's talents, needs and interests.
- Only a well axiologically prepared young person can resist such negative influences of the modern world. That is why entering the world of values must take place from the earliest years of life of the child in its family environment, and should be based on normal relationships between all its members.
- Despite the changing face of the family, it is still the way in which most people live. The family remains an institution that plays a key role in the way society is organised and controlled, and which adapts, not to the whims of individuals, but to the conflicting priorities placed upon it by the world at large.

TOPIC : Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships.

Q) Ethics for ancient Greeks referred not only to the theoretical discussion about the topic but essentially the actual practice of it. Comment. (250 words)

Reference

Reference

Key demand of the question

The question wants to know our opinion on, "whether ancient Greeks not only discussed ethics but also incorporated them into their daily life ". we have to justify our opinion.

Directive word

Comment-we have to take a stand and form a personal opinion on the given statement. We have to justify our answer with arguments/ examples/ facts.

Structure of the answer

Introduction– mention the core philosophy of ancient greeks- Aretē, which means an excellence of strength or ability, and is ultimately bound up with the notion of the fulfillment of purpose or function: the act of living up to one's full potential.

Body– discuss in points, how Greek philosophers were practically ethical in their life.

E.g Socrates drank poison but did not give up what he felt was the truth, Aristotle's analyses of the good life in the Nicomachean Ethics and the Eudemean Ethics, in which he focuses on the central



topic of good and bad character traits that is virtues and vices, the Greek cynics who live practically the life of a beggar, Socratican frugality, condemnation of sophists, medical ethics- Hippocratic oath etc.

Conclusion- *present a fair, concise and unbiased conclusion on the given statement and briefly mention the resemblances with ancient Indian philosophy.*

- Ethical theory in Greek culture predates philosophical reflection. The main ethical category for ancient Greeks was Arete or virtue. Arete means an excellence of strength or ability, and is ultimately bound up with the notion of the fulfilment of purpose or **function: the act of living up to one's full potential**. Ancient ethics is about living a good and virtuous life according to the ethical virtues, that is, to become a virtuous person.
- The meaning of the word changes depending on what it describes since everything has its own peculiar excellence; the arete of a man is different from the arete of a horse. This way of thinking comes first from Plato. In particular, the aristocratic class was presumed, essentially by definition, to be exemplary of arete
- By the 5th and 4th centuries BC, arete as applied to men had developed to include quieter virtues, such as dikaiosyne (justice) and sophrosyne (self-restraint). Plato attempted to produce a moral philosophy that incorporated this new usage but it was in the work of Aristotle that the doctrine of arete found its fullest flowering.
- Aristotle analyses the good life in the Nicomachean Ethics and the Eudemian Ethics, he therefore focuses on the central topic of good and bad character traits that is virtues and vices. In this original sense, ethics means an analysis about the character or character traits.
- All the philosophical schools in ancient greek ethics being at odds with each other are still **united by the fact that they are deeply concerned with the most important ethical questions of how to live a good life and how to achieve happiness.**
- The Cynics, in general, lived a beggar's life and were probably the first real cosmopolitans in human history a feature that the Stoics wholeheartedly adopted later. They were also against the common cultural and religious rites and practices, a main feature which they shared with the Sophists. They took Socratican frugality to extremes and tried to be as independent of material goods as possible, like Diogenes of Sinope who lived in a barrel.
- The vital question of how to live a good life cannot be separated from the essential question of how one should act. Conceptually and phenomenologically, both questions are intimately interwoven and a complete ethical theory will always be concerned with both issues, independently of whether the theory is of ancient or modern origin.

Q) Divorced from ethics, leadership is reduced to management and politics to mere technique. (250 words)

Reference

Reference

Why this question

UPSC generally asks questions about commenting on a particular quote/ statement. The question is related to GS 4 syllabus under the following heading-

Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships.

Key demand of the question

Plus two discuss the importance of ethics in management and political leadership. We have to discuss, what happens when management and leadership are devoid of the ethics.

Directive word

Comment- we have to brainstorm on the given statement and form an opinion on it. The opinion here would be in favour of the statement and we have to provide the justifications in the form of arguments/ examples etc.



Structure of the answer

Introduction- briefly discuss how ethics is related to the management of a person's life and mention some leaders who led a life of ethics e.g Mahatma Gandhi, Nelson Mandela, Martin Luther King etc.

Body–

- Discuss the importance of imbibing ethics in management.
e.g need to serve the customers/ consumers in the best way, good for the long-run survival of the firms, need to fulfill social obligations, improve organizations image/ brand etc.
- Discuss the importance of ethics in politics.
- Take help of the reference article attached with the question to form the discussion.
- Discuss the controversies like unfair practices among big established corporations (e.g Volkswagen controversy), bad economics and ethics is good politics (distribution of freebies, fiscal mismanagement etc)

Conclusion– form a balanced, fair, concise conclusion based on the above discussion.

Answer :-

- The function of leadership is to engage followers, not merely to activate them, to commingle needs and aspirations and goals in a common enterprise and in the process to make better citizens of both leaders and followers.
- Leadership is power governed by principle, directed toward raising people to their highest levels of personal motive and social morality. This role has been practised by business leaders and political leaders equally well in the past for instance role of Freedom struggle leaders in India.

Ethics in management:-

- Building on a foundation of ethical behaviour helps create long-lasting positive effects for a company, including the ability to attract and retain highly talented individuals, and building and maintaining a positive reputation within the community.
- Running a business in an ethical manner from the top down builds a stronger bond between individuals on the management team, further creating stability within the company.
- Employees make better decisions in less time with business ethics as a guiding principle; this increases productivity and overall employee morale. When employees complete work in a way that is based on honesty and integrity, the whole organization benefits

Ethics in politics :-

- For Aristotle, and for most subsequent thinkers about politics, political thinking is grounded in ethical thinking. Our assumptions and beliefs about politics or individual policies are inseparable from our ethical principles, and political debate necessarily requires ethical debate.

How ethics is being diluted in politics and management:-

- There are many instances of Good economics is bad politics like popular schemes like giving laptops, televisions, giving unemployment bonus instead of creating jobs, etc. Politicians giving hate speeches rising communal fervor. Other examples include horse trading of MLA's in Uttarakhand, taking money for asking questions in Parliament, criminalization of politics as more than 30% of current MP's have criminal cases against them, use of money and muscle power to win elections, booth capturing, intimidation, use of liquor ,corruption etc.
- Some argue that ethics has no place in politics. If politicians are to be effective in the real world, they cannot be bound by moral rules. They have to pursue the national interest. The recent scams by various industrialists shows that there is leadership crisis.
- International examples also show that ever since the advent of the Gupta Leaks, and a growing body of evidence implicating KPGM, Bell Pottinger, McKinsey and SAP, it has become clear that corruption is not confined to the public sector, political leaders and the executives of state-owned companies in Africa.



- Recent admission by Volkswagen executives that at least a half-million of their diesel-powered models have been rigged to pass vehicle emissions, the non repayment of loans by business organisations in India show s that ethics is degrading in businesses as well.
- Constant communication between the management and employees is of utmost importance in inculcating workplace ethics, children need to be educated about what is right and wrong from the young age itself ,ethical committee need to be established in businesses to enforce ethics.**

Q) "Courage is the first of human qualities because it is the quality which guarantees the others." Comment. (250 words)

Reference

Why this question

Courage is an important component determining the behaviour of a person. It has a bearing on other virtues/ values and their expression. The issue is related to GS-4 syllabus under the following heading-

Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships. Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.

Key demand of the question.

The question wants us to present our opinion and understanding on the importance of courage as a value and how it occupies a prominent place such that its presence or absence determines the presence/ absence of expression of other values.

Directive word

Comment- we have to form our opinion in favour or against the quotation and present necessary material accordingly. We have to provide necessary arguments along with our answer.

Structure of the answer

Introduction– *mention the overall importance of courage in the life of a person. Or better if you can weave some story or situation which corroborates or negates the given quote.*

Body-

Although the quotation is from Winston Churchill but it can be explained well by analysing and discussing Aristotle's and other philosophers' views on courage. Take the help of the articles attached with the question and use other sources to frame your answer.

Conclusion– *Bring out a fair and balanced opinion on the importance and role of courage as a value.*

Courage is a highly admired virtue. Most often we associate the word with physical prowess or bravery. But there's another form of valour that's much more important because it comes up more often. It's called moral courage – the willingness to face not physical danger but emotional pain, disapproval, financial insecurity, or uncertainty rather than compromise an ethical principle.

- A person with courage acts courageously in a qualified way: at the right time, in the right manner, with the right motivation, etc. Aristotle does not simply bestow the title of courageous upon anyone, so long as they lack fear, no matter the situation. For example, a virtuous man should rightly fear the loss of a good reputation. As this example shows, **the appropriateness or not, of courage in the right circumstances ought to inform us as to whether someone is actually courageous or not.**
- Integrity is essential to self-esteem and the admiration of others. It requires us to put our comforts, possessions, friendships, and even jobs at risk in the defence of deeply held principles. It takes moral fortitude to be honest at the risk of ridicule, rejection, or retaliation or when doing so may jeopardize our income or career. It takes boldness to be accountable and own up to mistakes when doing so may get us in trouble. It takes backbone to stand tough



with our kids when doing so may cost us their affection. So courage leads to strengthening of values like responsibility, honesty, truthfulness, integrity etc

- Even important business concepts like leadership, innovation and sales wither in the absence of courage. Leadership takes making bold and often unpopular decisions. Leadership takes courage. Innovation involves creating ground-breaking but tradition-defying ideas. Innovation takes courage. Sales requires being repeatedly rejected before closing a deal. Sales takes courage. Take away courage, and sales, innovation and leadership lose their potency.

For Aristotle, the soldier in battle is the best example of courage. Death, of all things, is the most frightening. Yet, it is not just any kind of death, but death in war, for this is the finest. What this shows is that courage is shown best in situations in which “there is a fight”. Courage is not the absence of fear but the resistance of fear, the mastery of fear. We praise the courageous man/woman because he is able to withstand the painful and not because he restrains himself from the pleasurable, for the first is more difficult.

Q) Human Behaviour Flows From three Sources: Desire, Emotion, And Knowledge. Comment. (250 words)

[Reference](#)

[Reference](#)

Why this question

The question is related to GS 4 syllabus under the following heading-

Ethics and Human Interface: Essence, determinants and consequences of Ethics in human actions; dimensions of ethics; ethics in private and public relationships. Human Values – lessons from the lives and teachings of great leaders, reformers and administrators; role of family, society and educational institutions in inculcating values.

Key demand of the question

The question wants us to deliberate on the determinants of behaviour of a person and specifically analyse the role and importance of Desire, emotion and knowledge on the behaviour of a person.

Directive word

Comment- We have to form our opinion on the issue and based on our opinion we have to provide necessary arguments/ facts etc in order to bring out the role of the three- desire, emotion and knowledge.

Structure of the answer

Introduction– *Briefly discuss the human behaviour and mention some of the factors which determine our behaviour.*

Body- *Discuss in points and individually how Desire, Emotion and knowledge affects our behaviour.*

Take the help of the articles attached with the question and also use other material to frame your answer. Also try to bring out a natural order of which factor is the most potent determinant of a man's behaviour.

Conclusion- *Form a fair, balanced and a concise opinion on the issue and mention a few points about how to bring desired change in the behaviour of a person.*

Human behavior is the responses of individuals or groups of humans to internal and external stimuli. It refers to the array of every physical action and observable emotion associated with individuals, as well as the human race.

- Human behavior is experienced throughout an individual's entire lifetime. It includes the way they act based on **different factors such as genetics, social norms, core faith, and attitude. Behavior is impacted by certain traits each individual has.** The traits vary from person to person and can produce different actions or behavior from each person. Social norms also impact behavior.



- While specific traits of one's personality and temperament may be more consistent, other behaviours will change as one moves from birth through adulthood. In addition to being dictated by age and genetics, behaviour, driven in part by thoughts and feelings, is an insight into individual psyche, revealing among other things attitudes and values.
- Our **behavior** is what we do and how we act. This could include physical things, like running and jumping, verbal behavior, like saying things we regret later, or complicated behaviors like cheating on a test or planning a party.

How desire affects human behaviour :-

- Desire is a strong feeling of wanting to have something or wishing for something to happen. It is a conscious impulse toward something that promises enjoyment or satisfaction in its attainment. It is the values in the desire which decide whether desire makes human achieve great heights or destroy their life.
- For instance it was the desire to help others made Mother Teresa an icon, the desire to gain fame and money can lead to people's behaviour considering unethical and illegal ways to achieve their goal.

Emotion and behaviour :-

- **Emotion** is a natural instinctive state of mind deriving from one's circumstances, mood, or relationships with others. Passion for desire gives birth of emotion. Key emotions which impacts human behavior are love, joy, sorrow, bitterness, revenge. Aggression is one type of **behavior** that is tightly linked with our **emotions**. When a person feels frustration, anger, tension or fear, they are more likely to act aggressively towards others. Emotions like frustration and boredom can lower motivation and, thus, lower the chance that we will act.
- Sometimes strong emotion creates desire to achieve one's goals. For instance it is the emotional situation Abdul Kalam was in drove a desire in him to achieve something through hardwork.

Knowledge and behaviour:-

- Knowledge is facts, information, and skills acquired by a person through experience or education. So it is not intrinsic but acquired. Knowledge makes the person analyse and assess his/her options and then take a rational decision. The knowledge driven by both desire and emotion will make a person achieve their aims in life better as there is stronger motivation.
- When we align our desires with our emotions and the knowledge that we have into our goals, we then have the strength to fulfill our dream.

Topic: Attitude: content, structure, function; its influence and relation with thought and behaviour; moral and political attitudes; social influence and persuasion.

Q) Discuss the relationship between attitude change and social persuasion. (250 words)

Reference

Why this question

The question is related to GS-4 syllabus under the following heading-

Attitude: content, structure, function; its influence and relation with thought and behaviour; moral and political attitudes; social influence and persuasion.

Key demand of the question

The question wants us to write in detail about the relationship between attitude and social persuasion.

Directive word

Discuss- we have to write in detail about, how social persuasion influences the attitude of a person.

Structure of the answer

Introduction- Define attitude and in 1-2 lines, highlight its importance.



Body- Discuss to what extent and how social persuasion affects the attitude of a person. Take help of the article attached with the question to gather points to form your answer.

Conclusion- Bring out a fair, concise and balanced conclusion on the above issue and discuss some areas where it can be practically applied e.g Swachh Bharat, Environmental conservation etc.

Answer :-

- Persuasion is symbolic process in which communicators try to convince other people through transmission of a message to change their attitudes or behaviours. Thus, **Persuasion is one form of social influence on attitude.**
- Speakers who are credible, or have expertise on the topic, and who are deemed as trustworthy are more persuasive than less credible speakers. In 2007, iPhone quickly revolutionized the smartphone industry and changed what consumers came to expect from their phones. **Much of this shift in attitude can be credited to the impressive use of tactics of persuasion employed by smartphone manufacturers like Apple and Samsung.** This clearly elaborates the relationship between attitude and social persuasion.
- Attitude is our evaluation of a person, an idea, or an object. We have attitudes for many things ranging from products that we might pick up in the supermarket to people around the world to political policies. Typically, attitudes are favourable or unfavourable: positive or negative
- **Persuasion is also employed to change individuals attitude towards an object or an issue.** It basically refers to categorisation of an object or the issue as per evaluative dimension which stretches from negative to positive.
- **Persuasion can also have more positive outcomes. Persuasion is used to encourage people to donate to charitable causes, to volunteer to give blood, and to engage in healthy behaviours.** More attractive speakers are more persuasive than less attractive speakers. The use of famous actors and athletes to advertise products on television and in print relies on this principle. The **dramatic decrease in cigarette smoking** is due in large part to effective advertising campaigns.

Central route is logic driven and uses data and facts to convince people of an argument's worthiness. For example, a car company seeking to persuade you to purchase their model will emphasize the car's safety features and fuel economy. This is a direct route to persuasion that focuses on the quality of the information. The central route to persuasion works best when the target of persuasion, or the audience, is analytical and willing to engage in processing of the information.

The **peripheral route** is an indirect route that uses peripheral cues to associate positivity with the message. Instead of focusing on the facts and a product's quality, the peripheral route relies on association with positive characteristics such as positive emotions and celebrity endorsement. For example, having a popular athlete advertise athletic shoes is a common method used to encourage young adults to purchase the shoes.

Q) Morality is simply the attitude we adopt towards people, we hate personally. Comment. (250 words)

Reference

Why this question

The question is related to GS 4 syllabus under the following heading-

Attitude: content, structure, function; its influence and relation with thought and behaviour; moral and political attitudes; social influence and persuasion.

Key demand of the question

the question wants us to bring out a relationship between morality and attitude and discuss the worthiness of the given quotation.

Directive word

Comment- we have to brainstorm on the above issue and form our opinion on the above quotation. We have to justify our opinion with proper and valid arguments, facts, examples.



Structure of the answer

Introduction– give a brief definition of morality and attitude.

Body- Discuss how morality and attitude are related. Also discuss how morality can be changed by change in attitude. Give examples wherever necessary and take help of the attached article to frame your answer.

Conclusion– bring out a fair, balanced and concise conclusion based on the above discussion.

Answer:-

- Morality and attitude both emanates from the core of human value system. While morality is the rightness or wrongness of an act derived from the conscience based on certain value system, attitude is mere objectification of our values in the form of belief, emotions and actions toward others.
- An attitude is a person's positive or negative evaluation of something, and that "something" can be anything from a person to an object to an abstract idea.
- The person with a positive attitude toward law enforcement would be more likely to vote in favour law enforcement systems than a person with a negative attitude.
- As an Individual people's bond with other person depends on relationship, mutual respect and trust. This bond tends to dilute with any harsh effect on mentioned factors. Thus leading to tectonic shift from morality to attitude as person changed.
- When someone people like behaves questionably, they mostly tend to attribute the problem to circumstances beyond the person's control and give them the benefit of the doubt. But when people observe the same behaviour in someone they don't like, they are often quick to pin everything on their poor character, on their **moral failure, thus holding them to a standard people might not be so keen to enforce on an ally**. There are so many instances where a family member has gone out of their way to shield a crime committed by a loved one.
- This does not mean people do not apply morality to those they love. Parents, teachers teach children to imbibe moral values and be a responsible citizen. They punish immoral behaviour and reward good behaviour.
- Thus, although it is true that human beings have a more understanding attitude towards people they like, it would be incorrect to assume that morality is applied only to those we dislike.

Topic: Aptitude and foundational values for Civil Service , integrity, impartiality and nonpartisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker sections

Q) In itself, toleration/ tolerance is not a virtue or value; it can only be a value if backed by the right normative reasons. Comment. (250 words)

Reference

Why this question

The question is related to GS 4 syllabus under the following heading-

Aptitude and foundational values for Civil Service , integrity, impartiality and nonpartisanship, objectivity, dedication to public service, empathy, tolerance and compassion towards the weaker sections.

Key demand of the question.

The question wants us to deliberate on the value of tolerance and present our opinion on whether it is useful only if backed by right normative reasons.

Directive word

Comment- we have to describe tolerance as a value and then form a personal opinion on the issue- whether tolerance by itself is a value or does it require normative reasoning to be of any value.



Structure of the answer

Introduction– briefly define and describe the meaning of the value of tolerance.

Body- discuss in points about how tolerance as a value is meaningless when viewed in isolation from normative logic/ reasoning.

E.g mention in points the three paradoxes- paradox of the tolerant racist, paradox of moral tolerance, paradox of drawing the limits. Explain these paradoxes. Take help of the article attached with the question to frame your answer.

Conclusion– Bring out a fair, concise and balanced opinion on the above issue

Answer:-

Tolerance is a prerequisite to exercising the liberties of free speech and freedom of religion. Tolerance preserves the dignity of each person as it accommodates and explores a rich diversity in ideas, cultures, and beliefs through civil discourse and dialogue.

- Tolerance promotes learning because, as John Stuart Mill tells that received opinion may be wrong and the heretic right. Adopting an open mind represents a commitment to the pursuit of knowledge through dialogue.
- **Tolerance is the virtue that makes peace possible**:-Tolerance allows people the liberty and personal freedom of self-determination. Tolerance promotes the free exchange of ideas, including criticism and debate of public policy in the interest of the people. Despite India being a culturally diverse country multiple religions live harmoniously.
- **Vigorous deliberation of disagreement and moral evaluation is promoted by tolerance and moves us toward a common understanding of the good**.Tolerance does not extend to aggressive intolerance ,the coercive suppression of other points of view. Tolerance provides the space for a culture of dialogue, where we can all benefit.
- **Tolerance respects context** .For instance If your grandmother makes a racial slur at a family gathering we can tolerate it as a reminder of the progress made during her lifetime. If a politician makes a racial slur at a town hall meeting, it is intolerable.

However for tolerance to be a virtue there need to be normative support . There are two boundaries involved in this interpretation of the concept of toleration

- The first one lies between the normative realm of those practices and beliefs one agrees with and the realm of the practices and beliefs that one finds wrong but can still tolerate
- The second boundary lies between this latter realm and the realm of the intolerable that is strictly rejected.

There is the **paradox of the tolerant racist**. For instance sometimes people argue that someone who believes the members of which do not deserve equal respect should be “more tolerant.” Thus **the racist would be called tolerant if he curbed his desire to discriminate against the members of such groups, say, for strategic reasons**. Thus if tolerance is considered to be a moral virtue, **the paradox arises that an immoral attitude would be turned into part of a virtue**. It thus turns an unacceptable prejudice into an ethical judgment.

The **paradox of moral tolerance**, arises in connection with the acceptance component .If both the reasons for objection and the reasons for acceptance are called “moral,” the paradox arises that it seems to be morally right or even morally required to tolerate what is morally wrong. The solution of this paradox therefore requires a distinction between various kinds of moral reasons, some of which must be reasons of a higher order that ground and limit toleration.

Last there is the **paradox of drawing the limits**, which concerns the rejection component. This paradox is inherent in the idea that **toleration is a matter of reciprocity and that therefore those who are intolerant need not and cannot be tolerated**. No toleration of the intolerant is not just vacuous but potentially dangerous, for the characterization of certain groups as intolerant is all too often itself a result of one-sidedness and intolerance

Therefore toleration is a normatively dependent concept. This means that by itself it cannot provide the substantive reasons for objection, acceptance, and rejection. It needs further, independent normative resources in order to have a certain substance, content, and limits and in order to be regarded as something good at all.



TOPIC : Public/Civil service values and Ethics in Public administration: Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance; strengthening of ethical and moral values in governance; ethical issues in international relations and funding; corporate governance.

Q) There is an ample yet subtle difference between ethics, morals and laws. Discuss. (250 words)

Reference

Reference

Why this question

Morals and ethics are closely related concepts, which although similar in many respects have very subtle differences between them. Both are one of the basic concepts in the study of ethics and law is often compared to them. The question is related to GS 4 syllabus under the following heading-

Key demand of the question

The question wants us to simply differentiate between morals, laws and ethics; their source, meaning, aim etc.

Directive word

Discuss- we have to write in detail about the given issue i.e difference between morals, laws and ethics.

Structure of the answer-

Introduction- mention that ethics, morals and laws are closely related concepts but they differ from each other in many respects.

Body-

Discuss and differentiate between Laws morals and ethics in points- (origins, what they mean, what they intend, repercussions of not following them etc.).

Conclusion- form a fair, balanced and concise conclusion based on the above-held discussion and on the basis of similarities between them .

Answer:-

- The state is founded on the minds of its citizens, who are moral agents .Bad people means a bad state and bad laws. Law and morality are complementary to each other. Ethics teaches citizens the code of conduct. Moral and ethical issues occur at both a local and a global level, and laws and other legal instruments have been developed at both levels to implement the moral and ethical standards of society.
- **Ethics** refer to rules provided by an external source, e.g., codes of conduct in workplaces or principles in religions. Morals refer to an individual's own principles regarding right and wrong. Laws, on the other hand, reflect the collective conscience of a nation. As such, they apply uniformly to all who fall within their jurisdiction.
- Ethics shows them the distinction between truth and a falsehood. It makes us aware of the wrongness and rightness of our actions. Ethics enables us to think in moral terms and upgrades us in moral terms. It helps us in raising our moral standard. Laws framed by the state also aim at the same.

Laws Vs Ethics :-

- Ethics are moral philosophy where a person makes a specific moral choice and sticks to it, whereas law is a system that comprises of rules and principles to govern a society. Though, **ethics are based on the goodwill of law, ethics completely differ in their foundation, basis and purpose.**
- Law is a derivative of ethics, law does not focus on promoting social ideas, it merely promotes the convention of a good society.



- Laws help shape politics, economics and society in numerous ways and serves as a social mediator of relationships between people. **Ethics, being about actions and decisions, helps to shape an individual's conscience and character.**
- The connection between law and ethics depends on perception, because often what is perceived as unethical is usually considered illegal.
- **Law does not prohibit many acts that would widely be condemned as unethical.** For example, lying or betraying the confidence of a friend is not illegal, but most people would consider it unethical. Also, speeding is illegal, but many people may not have any ethical conflict with exceeding the speed limit. So, law is more than simply codifying ethical norms.
- There is valid punishment for breaking the law which is not the case with ethics.

Ethics Vs morals:-

- Ethics are external standards that are provided by institutions, groups, or culture to which an individual belongs. Morals are also influenced by culture or society, but they are personal principles created and upheld by individuals themselves.
- **Consistency and Flexibility**
- Ethics are very consistent within a certain context, but can vary greatly between contexts. For example, the ethics of the medical profession in the 21st century are generally consistent and do not change from hospital to hospital, but they are different from the ethics of the 21st century legal profession.
- An individual's moral code is usually unchanging and consistent across all contexts, but it is also possible for certain events to radically change an individual's personal beliefs and values.
- **A person strictly following Ethical Principles may not have any Morals at all.** Likewise, one could violate Ethical Principles within a given system of rules in order to maintain Moral integrity.
- A Moral Person although perhaps bound by a higher covenant, may choose to follow a code of ethics as it would apply to a system. Ethics are governed by professional and legal guidelines within a particular time and place. Morality transcends cultural norms.

Law Vs morals :-

- **Laws are concerned with external acts of man and not motives .**
- **Laws are enforced by the state** whereas canons of morality are followed at the call of institution. If one disobeys the commands of law or violates the laws, he is liable to be punished by the state but if one fails to observe the scruples of **morality, he is not liable to be awarded physical punishment.**
- **Morality is concerned with both internal and external affairs of man** whereas law is concerned only with the external affairs of man. Hence, law punishes only those persons who violate laws by their external actions.
- **There are many things which are not illegal according to law but are unacceptable to morality.** For example, telling lies, showing disgrace to others, feeling greedy, being ungrateful and not helping the poor, are not against the spirit of law.
- Not only this, **sometimes the adoption of immoral policies by the state for the cause of common welfare is not illegal in the eyes of laws.**
- **Laws are certain and universal and they are universally applicable to all citizens whereas the canons of morality are quite uncertain.**
- Laws which are not based on the sentiment of morality are less effective and less permanent



Q) A dilemma is something wider and more demanding than a problem, however difficult or complex the latter may be. Comment. (250 words)

Reference

Why this question

Ethics, particularly the practical aspect of it, more or less revolves around dilemmas of various sorts. However the concept is often confused with “problem”, which has a very different meaning altogether. This is one of the basic concepts in ethics and is related to GS-4 syllabus under the following heading- Public/Civil service values and Ethics in Public administration: Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance.

Key demand of the question.

The question wants us to explain and bring out the difference between a problem and a dilemma and explain how dilemma is more wider and demanding than a problem.

Directive word

Comment- we have to take the stand on the given statement and then present justifications in favour of that answer.

Structure of the answer

Introduction- define a problem

Body-

- *define a dilemma*
- *Discuss its meaning in relation to a problem- e.g caught on the horns of a dilemma, opposed and perhaps equally unwelcome alternatives, sacrifice of one alternative in favour of another etc.*
- *Discuss how to solve a dilemma- i.e the terms of reference should be altered and the whole situation is reformulated and redefined so that full account is taken and due respect paid to the warring value options, which are then ordered and linked among themselves in a more systematic and coherent manner.*

Conclusion- present your conclusion of the above discussion in relation to the demand of the question.

Answer:-

A problem is a situation in which a gap is found between what is and what ought to be .How a problem is framed depends on who is doing the defining. Dilemmas are messy, complicated, and conflict-filled situations that require undesirable choices between highly prized values that cannot be simultaneously or fully-solved. In short, problems can be solved, but dilemmas only managed.

Example:-

- *A classroom teacher wants to video, digitize and then upload as a videocast his classes so students who are absent or want to review can download and watch the lesson. The tech director is concerned that students’ privacy rights (and board policy) will be violated if students can be recognized in the videocast.*

The above example shows that dilemmas are conditions that can only be managed, not solved because they involve conflicts in values. Because of individual priorities and problem frames, it is impossible to deal with these issues so that everyone gets what she/he desires.

It is not surprising that organizations, especially those suffering from bureaucratic deficiencies in their reasoning and decision-making procedures, **tend to confuse problems with dilemmas, and treat them indiscriminately**



Usually, **problems** can be solved with a single, discrete solution. **Dilemmas** do not present a clear solution and in most cases are unable to be solved, but have to be managed over time towards a resolution.

Dilemmas, unlike problems, cannot be solved in the terms in which they are initially presented to the decision-maker. **Caught on the horns of a dilemma the decision-maker is not only faced with opposed and perhaps equally unwelcome alternatives**; even worse their incompatible juxtaposition also implies that they are mutually exclusive in the sense that the satisfaction of the one can only be made if the other is sacrificed.

It is then the case that solving a dilemma resembles a zero sum game, whereby the choice of one value alternative is necessarily followed by the negation of the other. 'Solving' the dilemma in such a way would, therefore, be a contradiction since the solution reached likewise would seem to be no more than a dichotomic split of the intertwined aspects of the issue at hand.

Dilemma is content specific where as problem is target specific and so in case of problem always a desired set of target is achieved whereas in case of dilemma a set of targets are sacrificed in lieu of a befitting one which not very often leads to accomplishment.

A dilemma may be dealt with in a more effective and appropriate way if the terms of reference are altered and the whole situation is reformulated and redefined so that full account is taken and due respect paid to the warring value options, which are then ordered and linked among themselves in a more systematic and coherent manner.

Q) The idea that there is a clear and easy distinction between ancient ethics and modern moral theories is premature and misleading. Comment. (250 words)

Reference

Key demand of the question

The question wants us to brainstorm on the given statement, form an opinion and justify the opinion with proper justifications. We have to justify that ancient and modern ethics and moral theories are not clearly distinct and have some common features, aspects.

Directive word

Comment- we have to delve deeper into the given statement and form a personal opinion over it. We need to justify our opinion with valid and proper arguments/ examples/ facts etc.

Structure of the answer

introduction- mention the important ancient and modern theories of ethics and morals- e.g ancient stoicism, modern hedonism, utilitarianism etc

Body-

Discuss briefly and individually the main propositions of important ancient and modern ethical and moral theories. Take the help of the article attached with the question to identify and highlight what is common between the two, even though they differ in their approach and aims.

Conclusion- Form a concise, fair and balanced opinion on the similarities and differences between the modern and ancient ethical and moral theories and mention how they are alike in several key aspects.

Answer:-

Proper understanding of the strengths and weaknesses of virtue ethics and modern moral theories can be used to overcome current ethical problems and to initiate fruitful developments in ethical reasoning and decision-making.

Ancient theories:-

Epicurus' school of epicureanism standing in the tradition of the Cyrenaics and, secondly, Zeno's school of the Stoics which partly developed from the Cynics. All the philosophical schools being at odds with each other are still united by the fact that they are deeply concerned with the most important ethical questions of how to live a good life and how to achieve happiness



Modern theories:-

The two main moral theories of modern virtue ethics are **Kant's deontological ethics and utilitarianism**. Both theories have been adopted and modified by many scholars in recent history in order to make them compatible with the latest demands in ethical reasoning and decision-making, in particular, by meeting the objections raised by modern virtue ethics

There is clear distinction :-

- Modern morality is different in that its **focus is on the basic question of how one should act**. The ancient question of how should one live is secondary appears to be a vital difference between virtue ethics and the modern moralities of deontological ethics (Kantianism) and consequentialism (utilitarianism).
- **Traditional moral theories are not sufficiently well equipped to deal with completely new problems** such as issues concerning nuclear power, gene technology, and cloning and so forth. Therefore, there is constant interest in updating and enhancing a particular moral theory in order to make it compatible with the latest demands.
- **Ancient ethics is about living a good and virtuous life according to the ethical virtues, that is, to become a virtuous person, while the modern notion of morality is primarily focused on the interests of other people and the idea of deontological constraints**. That is, one acts morally because one has to meet certain standards and not because it supports one's own good life.
- Ancient ethics is self-centred because it only focuses on the agent's interests in living a good life and becoming a virtuous person and, on the other hand, that modern morality is other-regarding by only focusing on the interests of other people.

However the distinction is not that visible:-

- Both ethical approaches have more in common than their stereotypes may suggest. **Oversimplification, fallacious interpretations, as well as a broad variation within a particular ethical theory make it in general harder to determine the real differences and similarities between ancient ethics and modern morality**.
- **Modern morality in particular Kantianism and utilitarianism did not start from scratch but already had some important and highly influential ancient predecessors**.
- For example, the Kantian idea of doing the right thing because reason dictates it has its roots in stoicism and the utilitarian idea of living a happy life according to pleasure has its roots in the teachings of the Cyrenaics and Epicureans. The history of ideas conveyed important ethical insights handed down from Antiquity to modernity.
- **Modern morality, in particular contemporary morality, is characterized by the fact that quite a few important scholars elaborated modern versions of Aristotle's classical virtue ethics in the twentieth century**. These scholars argue that virtue ethics was quite successful in solving ethical problems in Antiquity and they believe that adhering to a refined version of virtue ethics is not only useful but also superior in solving our modern moral problems.
- People in Antiquity already employed a very efficient way of ethical reasoning and decision-making and this particular way got lost in modernity without having been properly replaced. Hence it follows that one should overcome the deficient modern ethical theories and again adhere to virtue ethics as a viable alternative without, of course, abandoning the existing ethical developments.

Therefore the vital question of how to live a good life cannot be separated from the essential question of how one should act. Conceptually and phenomenologically, both questions are intimately interwoven and a complete ethical theory will always be concerned with both issues, independently of whether the theory is of ancient or modern origin



Q) Discuss some of the ethical issues surrounding a modern police job. (250 words)

Reference

Why this question

This question is intended to build your capacity to analyse the ethical aspect of any job/ situation etc. The question is related to GS 4 syllabus under the following heading-

Public/Civil service values and Ethics in Public administration: Status and problems; ethical concerns and dilemmas in government and private institutions; laws, rules, regulations and conscience as sources of ethical guidance; accountability and ethical governance;

Key demand of the question.

The question simply wants us to analyse the life of a police officer/ personnel and bring out the common ethical issues surrounding it.

Directive word

Discuss- we have to write in detail about the ethical issues involved here. We have to be as exhaustive as possible in such type of questions, which ask explicitly demand an answer on certain specific aspect.

Structure of the answer

Introduction– Mention the modern police life- the key areas of work- prevention, investigation, interrogation etc.

Body–

Discuss in points the key ethical issues surrounding the police job.

- *E.g expectation of high standards in public as well as personal life, upholding law even when you feel the offender should be given lesser punishment/ let free, use of necessary force even in situations where the protests are legitimate etc. You can add further points to your answer.*

Conclusion– Bring out a fair and balanced opinion on the positive and negative aspects of police job. You can also suggest some remedies to handle such situations.

- It's often said that no other profession demands a higher ethical standard than that of law enforcement. It is undeniable that there is an understandably tremendous degree of expectations placed upon police officers, and rightly so.

Ethical Issues:-

- Police officers are expected and required to follow law enforcement ethics as defined by the International Association of Chiefs of Police. This code of ethics, which was written in 1957, often creates ethical issues or dilemmas for those serving to uphold the law. **Five modern ethical issues in law enforcement involve the officer's off-duty life, upholding the law and your rights, using necessary force, acting impartially and profiling.**
- Common ethical dilemmas in policing are well known. Examples include officers judgments about allegedly legitimate use of deception to further investigations; reporting fellow officers' misconduct (what ethicists refer to as whistle-blowing decisions); compliance with seemingly unreasonable or unjust regulations, laws, and orders; and managing conflicts of interest (for example, when an officer investigates a matter that involves an acquaintance).
- All police officers have the authority to use necessary force to uphold the law, but in some cases their use of force is unjustified. **This ethical issue cops face each day can, and does, put their lives in danger when dealing with those individuals that are non-compliant.**
- Family is always secondary and it is the line of duty to serve the nation that comes first to a policeman. Even when the police officer is off duty ethical conduct and the same sense of responsibility towards society needs to be maintained yet appreciation from the society is constraining.



- One of the ethical issues officers are faced with is the **requirement to act impartially**. Irrespective of the status, class, caste, relation etc of the accused they need to uphold law.
- With little financial security policemen are conflicted with doing the right thing and be moral by not accepting bribes and be corrupt or getting unethical and corrupt.
- Profiling has been a major component of policing since early days. It is critical for officers to use their discretion and judgment in determine the best course of action on a case-by-case basis. Unfortunately, **modern-day society is rife with incorrect assumptions and stereotypes that result in unfair racial or ethical profiling cases every day.**

Therefore it is important to teach them about other critically important components of ethical decision-making. These include consulting with colleagues and superior officers; relevant police department regulations; federal and state laws; and, when appropriate, legal counsel.

Law enforcement agencies can use ethics consultants to sort through ethical challenges both case-specific and broader policy issues that are unique to policing. Ethics consultants can be particularly useful in agencies' efforts to develop transparent citizen complaint and citizen oversight protocols.

Modern policing poses both acute and chronic ethical challenges and daunting circumstances that require sound moral judgment. To enhance both public trust in police and sound risk management, it behooves today's police academies to offer recruits state-of-the-art ethics education that includes a comprehensive overview of complex ethical dilemmas; nuanced decision-making protocols and frameworks; and practical risk management strategies. **Such efforts can go a long way toward strengthening the integrity of law enforcement agencies and officers and bending the arc of policing toward the kind of justice to which this honorable profession aspires.**

TOPIC : Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen's Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption. Case Studies on above issues.

Q) Examine the need for having a ethical work culture in any organization. Discuss, how to create a culture of ethics in an organization. (250 words)

psychologytoday

Why this question

Work culture is an important determinant of performance, desirability and success/ failure of an organization. It has an important bearing on employee-employee and employee-consumer relationship. It is desirable to instill and nurture an ethics based culture in an organization. The question is related to GS-4 syllabus under the following heading-

Information sharing and transparency in government, Right to Information, Codes of Ethics, Codes of Conduct, Citizen's Charters, Work culture, Quality of service delivery, Utilization of public funds, challenges of corruption. Case Studies on above issues.

Key demand of the question.

The question wants us to simply discuss the role and importance of work culture in the overall functioning and performance of a company/ organization. It then wants us to chart out a strategy to create a culture of ethics in an organization.

Directive word

Examine- we have to write in detail along with explanations in support of our answer.

Discuss- we have to write in length about a general strategy that could be adopted for creating a culture of ethics in an organization.

Structure of the answer

Introduction- describe work culture in 1-2 lines.



Body–

- *Discuss the importance of work culture in determining the performance of the employees and how it impacts their ethical compliance.*
- *Discuss how to instill and nurture ethical values and ensure their compliance in an organisation. you have to discuss the strategy in a coherent and chronological order. You can take help from the below article and modify the steps as per your own understanding and demand of the question.*

Conclusion– *bring out a concise, fair judgement of ethical values in any organisation. or you can mention the challenges involved in realizing the ethical compliance in an organization.*

Answer:-

The reputation and profits of any organisation rests on the ethics and values of its employees. Promoting ethics in the workplace creates a positive culture for managers and employees, as well as a successful business. **So developing an ethical culture is imperative.**

The **Society for Human Resource Management (SHRM)** notes that the stock price growth of the 100 firms with the most ethical cultures outperformed stock market and peer indices by almost 300 percent, based on the most widely used measure of ethical workplace culture. **The evidence indicates that a positive workplace culture predicts shareholder value by enabling superior value-creation.**

Need for ethics work culture :-

- Having an organizational culture that emphasizes ethical behaviour can **cut down on misbehaviour of organizations.** Research shows that **Leaders with a moral compass set the tone when it comes to ethical dilemmas.**
- **A business perceived to lack integrity** or to operate in an unethical, immoral, or irresponsible manner **soon loses the support of customers, suppliers and the community at large.**
- By creating a culture and environment which has values that are meaningful and aligned with those of staff, **people are more motivated to work and will bend over backwards for things that they believe in.**
- **Businesses with strong workplace ethics add value to the organization and support an environment where employees feel safe and valued.** Leaders can help create an ethical workplace culture that benefits shareholders, the organization and people in the company

How to create a culture of ethics in an organisation:-

- **Clear expectations for behaviour among all members** of an organization is the first step towards a more ethical organizational culture.
- **Organizational leaders must be mindful** of their actions as others in the organization will likely follow their lead when it comes to ethical behaviour and attitudes.
- **Offering opportunities for recognition,** awards, and social reinforcements for desirable ethical behaviours can go a long way to promote the types of ethical culture desired in any organization.
- **Workshops, easy to use reference materials, ongoing and readily available consultation from peers or mentors are just some of the many ways institutions can assist in training students** and staff to best use the tools that are available to them to participate in better and more thoughtful ethical decision making.
- Ethical ambiguities can be reduced by creating and disseminating an **organizational code of ethics. It should state the organization's primary values and the ethical rules** that employees are expected to follow.
- **Reinforcement for behaviour that is desired and corrective feedback for behaviour** that is not desired is critical to help create and sustain a culture of ethical behaviour and consideration. This corrective feedback needs to be conducted in the spirit of collaboration and education rather than in terms of punishment or chastisement.



▪ **Provide protective mechanisms:-**

- The organization needs to provide formal mechanisms so that employees can discuss ethical dilemmas and report unethical behaviour without fear of reprimand. **This might include creation of ethical counsellors, ombudsmen, or ethical officers.**

Topic: Emotional intelligence-concepts, and their utilities and application in administration and governance

Q) What do you understand by emotional intelligence. Discuss the five components of emotional intelligence as given by Holeman. (250 words)

Reference

Reference

Why this question

This question is related to GS 4 syllabus under the following heading-

Emotional intelligence-concepts, and their utilities and application in administration and governance.

Key demand of the question

The question simply wants us to define the concept and importance of emotional intelligence. It also wants us to discuss the five components of emotional intelligence as given by Holeman.

Directive word

Discuss- we have to write in detail about the given topic- emotional intelligence and its five components.

Structure of the answer

Introduction- Define emotional intelligence.

Body.

- *Discuss the importance and relevance of emotional intelligence.*
- *Discuss the five components of emotional intelligence as given by Holeman.*
- *Take the help of the above attached article and other such articles/ sources to frame your answer.*

Conclusion– *mention in 1-2 lines how we can improving our emotional intelligence vis a vis public services.*

Answer:-

Emotional intelligence or EI is the ability to understand and manage your own emotions, and those of the people around you. Emotional intelligence is the ability to perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth.

Especially in administration emotional intelligence is necessary because:-

▪ **Social responsibility**

- When a leader cares about others, he is not a centre of attention and keeps everyone in the loop by making their intentions known.

▪ **Stress tolerance**

- To stay focused, stress should be managed and it involves own reactions to stress or the reactions of others to the stress.



- **Impulse control**

- Independent people evaluate the alternatives and initiate the work by taking appropriate action by executing the right options. People who manage their impulses avoid being distracted and losing control of the situation.

- **Optimism**

- Optimistic people have a target that they're aiming toward. These people are confident in their ability to carry out the required actions and meet the target by looking for successful solutions to problems.

Five components of emotional intelligence

- According to Daniel Goleman, an American psychologist who helped to popularize emotional intelligence, there are five key elements to it:

- **Self-awareness:-**

- The ability to recognize and understand personal moods and emotions and drives, as well as their effect on others.
- Hallmarks of self-awareness include self-confidence, realistic self-assessment, and a self-deprecating sense of humour.
- **Emotional awareness:** This deals with knowledge of one's emotions and their effects. People having this competency are more aware of their feelings and performance.
- **Accurate self-assessment:** This involves being aware of one's strengths and weaknesses. One is open to feedbacks, new viewpoints, etc.
- **Self-confidence:** This relates to complete affirmation of one's worth and abilities. They are usually more confident and are able to make sound decisions despite any uncertainties or pressures

- **Self-regulation:-**

- Ability to control or redirect disruptive impulses and moods, and the propensity to suspend judgment and to think before acting. Hallmarks include trustworthiness and integrity; comfort with ambiguity; and openness to change.
- **Adaptability:** This involves flexible attitude towards change. People with this competency find it easy to handle changing routines, multiple roles and even shifting priorities.
- **Innovativeness:** This involves getting easy with and open to new information and ideas. People who possess this are able to gather new ideas from multiple sources, set challenging roles and are able to take calculated risks. They evolve original solutions to various problems.

- **Motivation:-**

- A passion to work for internal reasons that go beyond money and status -which are external rewards, – such as an inner vision of what is important in life, a joy in doing something, curiosity in learning, a flow that comes with being immersed in an activity

- **Empathy:-**

- The ability to understand the emotional makeup of other people. A skill in treating people according to their emotional reactions.
- Empathy does not necessarily imply compassion. Empathy can be 'used' for compassionate or cruel behaviour. Serial killers who marry and kill many partners in a row tend to have great empathic skills.

- **Social skills:-**

- Proficiency in managing relationships and building networks, and an ability to find common ground and build rapport. Hallmarks of social skills include effectiveness in leading change, persuasiveness, and expertise building and leading teams.

