

General Studies Paper - 4

10 December 2014

Maximum Marks: 250

Time: 3 Hours

*There are FOURTEEN questions divided in TWO sections. Answer questions in NOT MORE than the word limit specified for each in the parenthesis. Content of the answer is more important than its length.*

**Section - A**

1. Examine the importance of emotional intelligence in public relationships with suitable examples. (200 Words) 10

2.

(a) What do you understand by the following terms in the context of public service? (250 Words) 3x5 = 15

- (i) Impartiality
- (ii) Empathy
- (iii) Objectivity
- (iv) Tolerance
- (v) Compassion



- (b) Of the above five qualities, which two would you think are most important for a civil servant and why? Comment. (150 Words) 10

3. It is said that values change with time. Critically examine with example which values change and which do not. (200 Words) 10



4. "The Right to Information and the Right to Privacy are the two sides of same coin."  
Critically comment. (200 Words)

10

- 5.
- (a) What is meant by 'ethical dilemma'? Narrate one incident in your life when you were faced with such a dilemma. (150 Words)      10



(b) What do you understand by 'crisis communication'? Is it ethical? Discuss. (150 Words)      10

6. Given below are quotations of three great moral thinkers/philosophers. For each of these quotations, bring out what it means to you in the present context:

3x10 = 30

- (a) “Try not to become a man of success but rather try to become a man of value” –  
Albert Einstein (150 Words)

(b) “Education without values, as useful as it is, seems rather to make man a more clever devil.” – C.S. Lewis (150 Words)

- (c) “A person may cause evil to others not only by his actions but by his inaction, and in either case he is justly accountable to them for the injury.” – John Stuart Mill (150 Words)

7. Is corruption part of India's culture? Critically analyse. (200 Words) 10



8. What do you understand by development ethics? Examine why it is important. (200 Words) 10

**Section - B**

9. A Panchayat Development Officer (PDO) receives a written request by a small group of people belonging to a minority community requesting him not to recommend the demolition of worship place belonging to their community. This place is illegally built on the government land adjacent to a busy public road. The people belonging to majority community had complained the district authorities about the inconvenience caused by this place such as obstruction to traffic during festivities and unhygienic conditions caused around the place by worshippers. The district administration has asked you to submit a report after surveying the place in the light of the complaint received by it.

The minority community has mentioned in the letter that if the worship place is destroyed, communal clashes might be caused in the village. They have also said that they do not own any land in the village to construct a new place to worship. They are requesting you to recommend to the government that their worship place is necessary for the community and they are ready to address the complaints made by the majority community through dialogue.

The following are some of suggested options. Please evaluate the merits and demerits of each of these options:



- (i) PDO could report that the worship place is not an illegal structure and should not be demolished
- (ii) PDO could bury the request letter, survey the location and report to the government the correct status of legality of the structure
- (iii) PDO could report that the structure though illegal could be legalised by imposing fine and let it continue to operate
- (iv) PDO could report that the structure is a public nuisance and should be demolished

Also please indicate (without necessarily restricting to the above options) what you would like to advise, giving proper reasons. (250 Words)

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10. You are invited by your school friends to attend a get-together party in one of your friends' home. You are meeting most of them after many years of gap. While having discussions on various topics, one of your friends starts narrating an incident that she had witnessed soon after her marriage in the neighbourhood of her in-laws' home. She tells you that in the neighbouring home she had seen an elderly couple along with their son strangle their daughter-in-law to death. She tells you that ever since that incident she is seeing nightmares now and then, and she also felt guilty as the case was treated as suicide by the police for lack of evidence. She also tells you that she never told this to anyone including the police as she was scared to share this experience. Now she is living in a city far away from her in-laws' place and felt appropriate to share this incident with her friends, especially with you who was her very close friend during school days.

What will you do in such a situation? Some of the options are given below. Evaluate the merits and demerits of each of these options and finally suggest what course of action you would like to take, giving reasons. (250 Words) 20

- (i) Ask your friend to report the incident immediately to the police in a written complaint
- (ii) Ask your friend to forget about what happened and consult a psychiatrist for counselling
- (iii) Ask your friend to meet the parents of diseased girl and ask them to file a fresh complaint assuring them of her support
- (iv) Ask your friend to keep quiet on the issue and move on with her life



11. You have visited a relative's home to invite them to attend your marriage. They are a rich family and have employed many people including children. A boy, who is about 12 years old, is cleaning the floor in the hall just in front of you. You enquire your cousin, who is close to you and resides in the house, that why they have employed a small child. She tells you that the boy is an orphan and is looked after by her parents. When you ask if the boy is paid any salary or if he is sent to school. She also tells you that she teaches him lessons at home itself and there is no need to pay him as he is fed well and given good care and accommodation.

(a) Bring out and discuss ethical the ethical issues involved in the above case.

(b) What would be your reaction after your above visit? (300 Words)

25



12. You are the head of Mathematics department in a famous pre-university college. For past three years, students are not performing well in board exams particularly in mathematics subject. The school principal and college management has asked you to train students well so that the pass rate of college is hundred per cent. They have brought immense pressure on you to not to allow a single student to fail in coming board exams. They also tell you that even if a single student fails, they will make someone else the head of the department removing you from the position. You put pressure on mathematics teachers to conduct extra classes and train students well who are weak in the subject. One teacher, who is friendly with you, tells you that around three students are very weak in the subject and it is difficult to make them pass the subject even with stringent training. The teacher suggests you to suspend the students on the grounds of indiscipline so that the next batch shows hundred per cent result and satisfies the principal and college management. Another teacher, who is certain to become the head of the department in case you are removed, suggests you to make an arrangement to allow these three students to cheat during the exam and help them pass mathematics paper.

- (a) Bring out and discuss ethical the ethical issues involved in the above case.
- (b) What course of action you will take in this situation, justify with reasons. (250 Words) 20





13. You are the head of a famous news channel. Mr X, who anchors a famous prime time news show, has brought immense popularity to your news channel. His show has been consistently rated high by different polls and also has won many awards. But there is a rumour that Mr X is sexist and always passes lewd comments at female colleagues. One day, a lady anchor comes to you and complains that Mr X tried to molest her in the elevator and she is about complain to the police about the incident. When asked about details she tells you that Mr X always tried to get closer to her and last evening he tried to physically molest her, but refrained from proceeding further when she resisted.

If the matter becomes public, as a boss, you may have to remove Mr X from his position till he is proven innocent. Moreover, the episode might hurt your organization and help competitors to take advantage of the situation.

What will you do in such a situation? Some of the options are given below. Evaluate the merits and demerits of each of these options and finally suggest what course of action you would like to take, giving reasons. (250 Words)

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- (i) You could ask lady anchor to suppress the matter and promise her to warn Mr X
- (ii) You could call a meeting of both Mr X and the lady anchor and sort out the differences and ask Mr X to apologise the lady
- (iii) You could ask the lady anchor to register a complaint with the police and let them investigate the matter
- (iv) You could sack Mr X from his job and send him on leave for few days



14. You are a single mother of a ten year old girl child. You are working as warden in an OBC hostel for girls. The social welfare officer under whom you have to work is a middle aged man. Recently he is trying to take advantage of your situation. He has accused you of misappropriation of funds and misuse of ration meant for hostel inmates. In fact, few days ago ration was stolen from storage room in your hostel and you had not complained about this fearing unnecessary litigation and police harassment. But one of the workers had complained about stolen ration to the social welfare officer. He is asking you to visit his home on the pretext of helping you and your girl child. He is also blackmailing you that he would complain to the lokayukta police and make sure that they would arrest you by falsely implicating you in other cases.

In this case, what are your options and how will you deal with the situation? (250 Words) 20



