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**COMPILATION OF QUESTIONS AND ANSWERS**

**GENERAL STUDIES PAPER – 3**

**APRIL 27 - MAY 09**

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### **Topic: Contribution of moral thinkers**

- 1. "I count him braver who overcomes his desires than him who conquers his enemies, for the hardest victory is over self." –Aristotle. Explain the meaning and significance of this statement, especially in the context of public administration. (150 Words)**

The above statement reflects that the root causes of negative external manifestations of acts or thoughts of humans are his endless desires. There is no end to desires, and one desire leads to other. Thus, while an external enemy is finite and can be defeated, the real challenge is in defeating our internal enemy of desires which is endless and infinite.

Even in Indian context, Buddhism also argues desires as the root cause of all evils. Thus, Buddhism advocates elimination of desires for achieving happiness. Even, Gandhi Ji also emphasized on the virtue of self-control for achieving happiness. His famous quote - "While there is enough for everyone's need, there

is not enough for even one person's greed" reflects the role of self-control for peace and sustainability.

Public administrators are the guardians of public interest. However, as of today they have come to be characterized by self-aggrandizement, self-promotion, self-interest etc, a manifestation of inability to control internal desires. This had led to corruption, crony capitalism, nepotism and favoritism in public affairs. Self interest has replaced public interest. Thus, the need of the hour is to promote the principles of self-control among public administrators. It must be remembered that administrators are not only public servants but also expected to be model citizens. A self-controlled public administrator will not only lead to an efficient, public-oriented administration but also sustainable society

**Topic:** *ethics in private and public relationships; Public/Civil service values and Ethics in Public administration:*

**2. Mutual trust is very important in building durable relationships both in personal and professional life. As a public administrator, how will you build trust with your colleagues, subordinates and the public? Also throw light on the importance of trust in public administration. (200 Words)**

We live in a society where we have to maintain several relationships both at personal and professional level and mutual trust is one thing that make these bonds strong

As a public administrator, I will do following things to build trust with- Colleagues and subordinates

1. Arriving at decision through consensus, welcoming dissent, persuasion and ensuring transparency in operations
2. Ensuring that the lines of Communications are not only clear and direct but also interactive. There should be no scope for doubts and ambiguity.
3. Devolution of adequate powers and responsibilities to subordinates and no interference unless required or asked for.
4. Motivating subordinates to take initiatives and giving them credit in case of success and encouraging them in case of failure.
5. Set example. Maintaining trust is imp not just gaining.

For building mutual trust with public:

1. Avoid over promise and under delivery
2. Organisation of public forum to know their views on present workings and grievances and act as per need

3. Develop emotional intelligence, empathy towards the disadvantaged and grived public and exhibit a true dedication to duty while helping them.
4. Public Participation in decision making and implementation. For e.g. Community Policing Experiment

Importance:

1. The very legitimacy of public service is based on premise of mutual trust. An ambiance of mutual trust in internal administration automatically transfers into better public services and vice-versa.
2. Elimination of resistance to your acts taken in your capacity. Reduces unnecessary interference in work performance.
3. Collusive and coercive corruption can be checked.
4. Better coordination and cooperation is achieved because of mutual trust
5. Faith of public in administration can be successfully maintained.
6. David Hume argued than humans are naturally social and mutual trust is an important requirement of human essence.

**Topic:** *strengthening of ethical and moral values in governance*

**3. In your opinion, why honesty and integrity are important for a public servant? Is there a way to ensure these two qualities in politicians? Critically comment. (150 Words)**

A public servant is to serve people and his/her actions will impact millions of lives. If he is not willing to serve honestly then many poor, illiterates, marginal and at times elite too become victims of the causes. For example corruption in a road contract may lead to low quality road that could cause accidents. Public administrators are guardians of public interest and absence of honesty and integrity leads a regime of corruption, self-interest over public-interest, nepotism, favouritism and crony capitalism as seen in case of India.

Increasing responsibility through transparency in public matters with RTI, Media, public forums, voluntary organisations. Strengthening ombudsman institutions like LokPal, Lokayukta, Vigilance teams. Transparency in party fund collection, speedy judicial proceedings may surely help. Code of Ethics and Conduct, mandatory disclosure of conflict of interest can improve public service delivery. Social Audit, Citizens Charter etc also have very important roles to play.

However, it must be remembered that the political apparatus is a crude manifestation of the society itself and declining standards of integrity and are reflective of the society itself. Thus, there is a need to inculcate these virtues right from beginning. Even people must also elect candidates with these qualities

4. Sometimes it is seen that a country which perceives its neighbour as its enemy and threat to its existence doesn't receive its neighbour's help nor does it allow its neighbour to carry on relief work when it's needed most during events such as aftermath of an earthquake or severe floods. Whereas, a country which sees its neighbour as its friend accepts its help during the times of need. Should people suffer because of bad relationship between two governments? What do you understand by ethics in international relations? Discuss. (200 Words)

The world today is witnessing increasing threat of Disasters and their management requires cooperation from other countries. For e.g Floods in Pakistan or the recent devastating earthquake in Nepal.

People should never suffer because of bad relationships between two governments. There is nothing more precious than human life and everything to secure so must be done. As **Amartya Sen argues in his book An Idea of Justice, Goals must take precedence over means where questions of human life are involved.**

A situation of despair and emergency shouldn't be used to settle political scores but such situations should be guided by values of humanism and respect for human life. Further, a regime of cooperation during disaster may usher in an era of cooperation on other aspects of relationships between hostile countries. India has continued to apply this perspective as seen in case of saving people from Pakistan in Yemen conflict or the aid during Pakistan floods in 2010.

Ethics in International relations refers to values of justice, equality, cooperation, humanism, tolerance, mutual trust and mutual respect. Thus, International relations must focus on promoting socio-economic development and collective peace and security. Conflicts and deliberations must be addressed on the basis of equality and respect and through instruments of diplomacy and persuasion finally, emergency and disaster must witness cooperation from all.

*Topic: challenges of corruption.*

5. Do you think is it right to punish bribe-giver along with bribe - taker? Justify. (150 Words)

Corruption is the abuse of entrusted power for personal gain. Of the different forms of corruption collusion between two vested parties is perhaps the most common one. Here there are two parties committing an immoral and illegal act - the bribe giver and the bribe taker. The common perception is that it is because of bribe seeker



asking for the bribe in lieu doing the work, people are forced to pay bribes. In this context, the idea of punishing both the bribe giver and bribe taker requires examination.

The bribe seeker compromises on his integrity, human values and ethics, and abuses his positional power. He is also violating the law of the land. On closer examination it is clear that a bribe seeker makes compromises out of greed for personal gain, thus violating the trust posed in him by the society.

The bribe giver on the other hand may give a bribe out of his desire to gain undue benefits, or may be forced to give bribe to get his due right out of situation compulsions. Thus, a bribe giver of the former category deserves punishment ethically, whereas the latter deserves empathy and help. And especially in developing countries like India where much of the population is unaware of grievance redressal mechanisms in the event of being asked for the bribe, out rightly punishing all the class of bribe-givers would be morally wrong. Therefore, the need is for a law which punishes the bribe seeker, and the bribe-giver who is giving the bribe for undue gains.

**6. Not all the amendments to the Prevention of Corruption Act cleared by the Union Cabinet last week inspire public confidence or meet the objective of filling gaps in domestic anti-corruption law. Critically comment. (200 Words)**

What is there in the amendment?

1. Classifies corruption as heinous crime
2. Ensures longer prison terms for both bribe giver and bribe taker.
3. Ensures speedy trial limited to 2 years in corruption cases
4. Holds commercial entities responsible in case persons associated with them bribe public servants; thus forcing commercial entities to take corruption issue more seriously
5. Non-monetary gratification has also now been covered within the definition of the word gratification.
6. Explicit delineation of obligations of public official such that it deters him from violating a statutory duty or any set of rules, government policies, executive instructions and procedures
7. Helps country in fulfilling its obligations under UN convention against corruption

Flaws in the amendment

1. Makes no distinction between coercive bribery and collusive bribery; bill drops protection accorded to bribe givers if they depose under trial, thereby deterring those coerced into giving a bribe from subsequently testifying against offenders.
2. Mandatory requirement of prior sanction for prosecuting public officials should be granted only in case of deviations from public policy, laws & regulations; but amendment mandates prior sanctions in cases such as possession of unexplained assets, bribery and misappropriating property; this will help corrupt officials to stall proceedings.
3. CrPC still not in sync with amended PCA; CrPC provides protection of previous sanction to retired officials while PCA covers only serving officials.
4. issue of political corruption has not been dealt with.
5. Ambiguous phrases such as "possession of disproportionate assets"; it is unclear whether prosecution will still have to prove intention to amass wealth through illicit means; this if happens will be detrimental to entire anticorruption proceeding
6. The average time for trail under PCA in the last 4 years has been 8 years. The law is silent on how will it reduce the time to 2 years.

Key lies in implementation. The amendment needs to be supplemented by constitution of Lokpal/Lokayukta and administrative reforms on lines suggested by Second ARC.

**Topic:** *Essence, determinants and consequences of Ethics in human actions*

7. You and your wife are travelling in a public bus. The bus is full. The conductor of the bus is making indecent gestures to a destitute girl sitting alone in the last seat. From their conversation it appears that the girl hasn't paid sufficient money to buy the bus ticket. The conductor is making an issue out of her helplessness. Emboldened by her silence, he starts making indecent comments against the girl and tries to touch her at inappropriate places. When an elderly person raises his voice against conductor's behaviour, he is silenced by driver and cleaner. They argue that the girl has illegally boarded the bus and needs to be thrown out. They make indecent comments against the girl about her appearance and character. Many passengers nod in agreement. When you try to raise your voice against bus staff's conduct, your wife pulls you down and asks you to sit silently. She tells you that the issue might get complicated and you might miss your next train if the issue gets out of control. You both get down at next stop to catch the train. Next day you read in a local daily that the poor girl was molested and thrown out of the bus. The girl died.

**Critically comment on the conduct of yours, your wife and co-passengers. Explain, ideally, what should have been done by you in this situation. (200 Words)**

Conduct of me and my Wife: As said "World suffers more because of Silence of good people than the violence of bad people.". Here my wife is also at fault and passively became a part of whole episode by not raising and stopping me to raise voice against ill-happening. As an educated and responsible part of society It was duty of everyone to raise voice and mediate the on-going because such things always had bad happening.

Conduct of co-passengers: Most of the bus travellers are in hurry and for them incident of molestation, eve-teasing has become common. This probably has made people lesser sensitive toward it. Also as per the concept of "Tragedy of Commons" which says that people internally keep looking for other's to initiate the help and not to start helping, they need just a push from others. Hence, in such situations we must initiate a voice of protest or helping the victim.

What I will do: I will pay the remaining amount of the ticket and confront the ticket collector on his behaviour. I will note down the credentials of the Bus and warn him of complaints, if he doesn't stop. Further, I would ask the elder members who were sympathetic to the cause of the girl to ensure that she

reaches her destination safely. Also, in case something untoward happens, they may call me or police. Finally, I'll call one of the elders next morning [i.e. at a suitable time] to confirm whether the girl reached safely or not.

**Topic:** *Conscience as sources of ethical guidance;*

**8. What do you understand by conscience? Differentiate between 'principles' and conscience. With suitable examples, explain the importance and role of conscience in ethical decision making process. (200 Words)**

Conscience is the voice of the inner-self which says 'yes' or 'no' when we are involved in a moral struggle. It is an internal monitor. As Gandhi Ji famously said, "there is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts."

Principles on the other hand are set of rule, designed on the basis of past experience, human reason and calculations. While principles are more easy to understand, and involves a degree of subjectivity, conscience is difficult to predict and feel. Conscience may or may not be in-line with principles.

For e.g. As a Police Officer your principles are to treat every criminal as equal. However, your treatment may change for a criminal who have stolen something because he needed money for his mother's treatment. You may leave him and even help him because of your conscience's voice.

Consider another example - principle says we shall respect our teachers and obey him, but when we find a teacher harassing a girl student, our conscience asks us immediately disregarding the teacher and saving the girl from his act. We may get affected by other considerations of the teacher giving bad marks, teacher's ignorance or other factors; it is our conscience which will show us moral path.

In our stressed and self-centrist lives, we are progressively moving away from inner conscience and its voice is fading day by day. We are becoming more and more negligent and this ignorance is causing us more stress and guilt. Conscience is basic guide to us. Spiritual practices such as yoga, meditation, company of nature etc. may bring us closer to our inner true and his voice can be heard clearly and our life may become more moral, less stressful and free from guilt.

**9. Now and then we keep reading in media about suicides committed by students not able to cope up with pressure of studies and competition. Do you think our education system is putting undue pressure on students and affecting their creativity? Critically comment and also examine the role of family and society in helping students manage pressures. (200 Words)**

Suicide is a crude reality of Human Society and, a manifestation of loss of hope from everywhere including from oneself. Current state of educational system:

1. Our education infrastructure is characterized by too few seats and too many candidates - leading to fierce competition.
2. The current system of teaching and evaluation which is mechanistic and encourages rote-learning and discourages innovation and critical thinking.
3. Indiscriminately high focus on formal education and neglect on developing other faculties of human life [are referred to as extra-curricular activities].
4. Absence of counsellors in educational institutes. Further, in today's educational culture, discussing one's problems is seen as stigma and sign of weakness

However, not only our education system, but even our family in particular and society in general are also guilty:

1. Viewing education only as an instrumental value in getting jobs rather than appreciating its inherent value and as a process of learning
2. The fate of child is decided before he is born. He is supposed to chose from a very narrow set of conventional careers rather than pursuing his or her own interests.
3. Creating a wedge between Science and Arts Subjects. While pursuing Science subjects are seen as sign of strength and high aptitude, Arts subjects are seen as sign of weakness and low aptitude.
4. Increasing comparison between students and increasing peer pressure to perform in examinations

Role of family and Society:

1. Allowing individuals to pursue their own interests;
2. Giving equal emphasis to all streams of education
3. Facilitating an ambiance of openness and encouraging them to discuss their problems;

4. Restraining from emphasizing too much on performance in exams Above all being receptive to failures as much as to success

**10. “We are reducing the child into becoming fake copies of what we aspire for rather than helping the child become a master of his or her own soul.” In your opinion what an ideal education should constitute and aim for? Critically analyse. (200 Words)**

Recent pictures of mass cheating in State board examination in Bihar on social, print & electronic media only reflect the decadal state of education in our country; Failure of our educational system has led to over-reliance on requisite certifications; manifesting into an enhanced pressure to perform well in examinations; leading to:

1. Distorted focus: emphasis is on ends and not on means; promoting usage of unfair means; such early compromise on morals & ethics leads is reflected through widespread corruption in society.
2. Hampers creative & original thinking: as stress is more on mugging up/cheating just to clear the exam and not on holistic understanding of subject matter.
3. Inability to handle pressure: has led to growing instances of student suicides.

An ideal education system should:

1. Inspires creative thinking: emphasis on utilizing one's own mind to come up with solutions rather than mere copy pasting
2. Embraces human values: including broader morals & ethics; learning to respect means more than ends; create citizens filled with self-confidence ready to take on the world not mere drones.
3. Our education systems should aim to bring out the best in an individual by harmonizing his/her intellectual, moral & emotional self; focus should be on empowering the individual who can efficiently utilize the opportunities at hand to come up with meaningful solutions.

**11. Raju failed to pass SSLC exam. His parents wanted him to pass this exam at any cost. Raju did work hard. He went for tuitions early in the morning a whole year and took lessons from good coaching institutions. Raju's mother who works as teacher also made him study till late night every day. When his result came, Raju's parents were disappointed and shocked. Neighbours' and relatives' children all had passed the exam with distinction. In a fit of rage, Raju's mother scolded him for 'ruining the family name.' Raju, a good and sensitive boy, wrote a suicide note and tried to kill himself by jumping into a lake in the city. Fortunately someone saw him jumping and rescued him.**

**a) If you were in Raju's position, what would you have done after the result and what would you have expected from your parents? Explain. (150 Words)**

**b) In your opinion, what should be the priority for any parent when it comes to their children's future? What values should they inculcate in their children? Examine. (150 Words)**

(a). Though failure does lead to frustration, hopelessness and tempts us to take extreme step, it also gives a chance to look back and find out causes for our failure. As Raju, I would have taken this opportunity to introspect and review on the causes of my failure.

I would talk to my parents, teachers and friends especially those who have succeeded after failing and take their guidance. I would make a list of my mistakes and try to work on each one of them. I would leave no stone unturned so as to achieve success. It is important to remember what Confucius said, "Our greatest glory is not in never falling, but in rising every time we fall".

Though, ideally I would have expected my parents to stand by and motivate me, I also must realize their expectations and the societal pressure on them. I would take their scolding as something said in a fit of rage rather than on intentional note. I would ask them for their support and promise them to work as hard as possible.

(b). If parent want their children to be happy and secure. When it comes to future, parents should motivate their children to introspect and chose their own goals. Though, they may direct or persuade them, they should never coerce them chose a particular goal. They should attempt to provide every support from right from emotional to financial. They should emphasize on excellence and learning rather than on examination success. Thus, while they should be appreciative of success, they should also be open to failure and take recourse to constructive criticism during the same.

They should try to inculcate the values of patience, optimism and honesty in them. Also, they must try to inculcate in them a spirit of self-discovery and critical thinking. They should advocate that there are no short-cuts to success and it can be achieved through genuine hard-work. Above all, they should lay stress on the principle that though it is important to be successful, it is even more important to be a good human being.

**Topic:** *laws, rules, regulations and conscience as sources of ethical guidance*

**12. Examine the differences between rules, laws and regulations. Explain a situation – either from your experience or imaginary – where these three can be overridden by one's conscience. (200 Words)**

**Laws:** Laws are legislation enacted by a sovereign body to address a particular subject. Laws are legally enforceable in the judicial courts. Violation of laws is usually punishable. There are international laws, laws at national level and laws at states level. Law making is the exclusive domain of the legislature and it is the duty of the executive to enforce these laws.

**Regulations:** They are used to monitor and enforce laws. Regulations are usually made by the executive for smooth functioning of the laws. Laws usually provide a skeletal framework for addressing a subject. Regulations are meant for providing a detailed and intricate framework for making the laws work.

**Rules:** Rules are guidelines that are provided to maintain smooth functioning of an organization and to maintain peace and harmony among its people. These are informal set of guidelines what a person must do and do not. Rules are being changed and altered depending on place, organisation and people. The domain of rules is much smaller compared to laws. Violation of rules cannot be challenged in a court of law.

The law, rules and regulations which deny Muslim women divorcee adequate maintenance amount fail to reconcile with my conscience. I find it to be unfair to Muslim women. Helping an accident victim to reach hospital by breaking traffic rules if there is a signal.

**Topic:** *Essence, determinants and consequences of Ethics in human actions*



**13. Why in your opinion some educated people join extremist and terrorist organizations and fight against legitimate governments? What values do they lack? Critically comment. (200 Words)**

**Reasons:**

1. Feeling of alienation in the land, when government doesn't address their grievances. Like many Minorities in UK, France and US joined IS because they felt that govt doesn't care for them and discourages them in all aspects.
2. Many youths feel thrill to join, kill, use heavy weapon like video games. They feel it as a way to live a extreme life than usual boring life.
3. Due to social media and active campaigning of these extreme groups, these people are exposed to these ideas at very vulnerable ages and the tragedy is there is no similar counter ideological campaign either online or offline to provide them an alternative narrative and they fall prey to these ideas.
4. Absence of Safety Outlets: This further leads to alienation as these youths are not able to express their frustration and anger thus leading to search for alternative means for fulfilling their goals. For e.g. the State not responding to the needs of the Youths, unemployment etc.

**The lack values like:**

1. Basic values of love and humanism.
2. Kindness, brotherhood and compassion.
3. Patience: they believe in immediate gratification of their emotions
4. Morality of right and wrong

They fail to realize that use of violence will never lead to a just society as Gandhi Ji often said that "Noble Goals can be achieved only through Noble Means". They also fail to realize the essence of values of brotherhood and equality that all people are same. Thus, a cause which is achieved by killing by innocent people can never bring justice to another group/community.

**We need to secure our educated people by:**

1. Making sure that every community representation is there in governance, administration and other civil societies. All their grievances need to be addressed as per the constitution.
2. Promote the feeling of oneness and unity.
3. Catch the youths by strict online surveillance who shows leaning toward subscription of extremist ideas.

**14. “Deaths caused by drivers under the influence of alcohol should attract the charge of culpable homicide, and not merely that of negligent driving.” Justify on ethical grounds. (150 Words)**

Culpable Homicide is defined as an act through which a death occurred but it is not counted as equivalent of murder it attracts punishment just next to murder, whereas the negligent driving is outcome of carelessness.

The death caused by the driver under influence of alcohol should be counted as culpable homicide because:

1. Acts committed by drunk people can demand relaxation of laws since they are not committed by them in all their senses. But at the same time the extent of taking someone's life because of preventable reasons appears to be a transgression.
2. Our law clearly restricts driving after drinking. For this various awareness drives are conducted on regular basis.
3. Every person who drinks knows that alcohol makes them lose senses and driving should be done fully consciously. So decision to drive after drinking is his own, despite knowing that he is risking life of others and himself too
4. It doesn't come under negligent driving because while license to drive was issued the instructions clearly states that drinking should not be mixed with driving. It doesn't permit drunken person to drive. So when he was driving after drinking its completely illegal. (even motor vehicles act does not permit drunken driving)

**Topic:** *Ethical concerns and dilemmas in government and private institutions;*

**15. In Bangalore, as per Supreme Court directive, a demolition drive is going on to clear 'illegal' buildings that are built upon lake beds. Bangalore Development Authority, a government agency has itself built layouts on lake beds and allotted sites to beneficiaries as per its rules. Its mistake is that it didn't take permission from the revenue department before creating layouts. Now, these layouts have developed into fully residential areas and residents who have been residing there for decades face uncertain future - if government doesn't intervene their homes will be flattened and they (both rich and poor) will be made homeless.**

**(a) In your opinion, should the demolition of these residential areas continue? Substantiate on ethical grounds. (150 Words)**

**(b) What should government do in this situation? Justify. (150 Words)**

(a.) Anything done unlawful or illegally should be dealt strictly as per the penalty mentioned in Book or its interpretation. Here as the Bangalore Development Authority itself has ignored taking permission from Revenue department before creating layout shows not following of protocol present.

Securing the lake bed is important for both environment, water enrichment of region and aesthetic purpose. Hence, illegal constructions need to be demolished irrespective of built by private constructor or govt authority.

But one thing should be take care, that if the Residents were aware of illegal construction at the time of purchase, then no emolument or resettlement should be provided, but if they were not aware of such illegal land and requirement of permission than, BDA must do arrangement of rehabilitation for all resident. This is similar to Campa Cola case where SC ordered demolition of all illegal floors, because buyers knew at the time of purchase that what they are buying is under litigation.

(b.) Govt must look into the case with wider scope of Consumer rights and protection for all Residents, as they are the only one who will suffer major loss of land and property.

Govt must make assessment study through judiciary panel that, were the buyers aware of such illegality and not following of protocol by BDA at the time of purchase. Based on that, the verdict can be shifted toward BDA or Residents. Also, one must know that, Rule of Law is same for all. Hence, if some Govt quarters will be allowed in the region then, it's unfair toward private builders.

**Topic:** *ethical issues in international relations; Essence, determinants and consequences of Ethics in human actions;*

16. **It is said that by denying desperate people the opportunity to cross borders legally, European governments are driving them to risk death. Critically examine ethical issues involved in this case. On the other hand, do you think allowing immigrants into a country is a sound policy compared to banning and sealing borders to such immigrants? Comment. (200 Words)**

Denying immigration involves the following ethical dilemmas:

**Immigrant Country's concern:** The countries fear that immigrant population would appropriate a large chunk of resources, thus putting resource constraint on the natives. The countries fear that the immigrant population would disturb the cultural harmony and lead to increased conflicts in the existing societal structures.

By denying the desperate people to enter into their lands, these countries are denying many of these immigrants the right to live, right to opportunity for better living standards, right to a safe and secure environment. These proponents of globalisation and liberalisation do not stand by what they preach. Most of the developed world today faces the challenge of ageing populations, which will intensify in the future. Immigrants, who are mostly young, can fulfil the need for young working population in these countries. So, in effect stringent immigration policies do more harm than good.

Studies have shown that more immigrants do not lead to reduced resources for the natives, in fact the immigrant population helps in economic growth, thus augmenting the resources by increasing the size of the pie itself. Immigrants are not always inimical to the rights of citizen rather they enhance it by their Net contribution to society as a whole, for ex-As happened in countries like USA where immigrant from countries like India, Philippines, Mexico have contributed in sector such as Information technology, Medical science, space research and so on.

A denial of legal entry is violation of basic essence of humanism. It also violates values of brotherhood, empathy and human dignity.

Countries may also be concerned about growing fundamentalism and immigrants bringing fundamentalist ideas into the society. But, immigration issue will be a persistent issue for many developed countries in the future, and encouraging Fortress Regimes is not the solution. The only way forward, is to create a sound policy for regulating such immigrants. It will help in checking illegal migration and ensuring that anti-social elements are denied entry. Also, a complete ban is not only undesirable but also not implementable and will only lead to illegal immigration.

**Topic:** *empathy, tolerance and compassion towards the weaker-sections*

**17. With suitable examples differentiate between empathy, sympathy and compassion. In your opinion, which of these three qualities is most essential for a public servant and why? Explain. (200 Words)**

Sympathy refers to acknowledging another person's emotional hardships and providing comfort and assurance. Empathy refers to understanding what others are feeling. This may be because we ourselves have felt so or we can put ourselves in their shoes. Compassion refers to a step further, where a person not only feels empathy but also a desire to help alleviate the suffering of the other person. Thus, the emphasis here is on action and wanting to help. In other words while Sympathy focuses on awareness, empathy focuses on experience and Compassion focuses on action.

For example, consider the issue of child labour. On seeing a child waiter in a restaurant if a person is just feeling sad, then he is sympathetic. But if he also connects himself or own children with that child or memorises any of his live experience, then he is empathetic. But when someone unleashes himself from inly being a spectator and make some arrangements according to his capacity for the good ( like informing NGOs, arranging education, counselling his parents etc) , then he has compassion.

A public servant must possess all the three qualities depending on situation. Public servants are meant to serve and this requires developing a humanistic outlook and to go out-of-the way. These qualities [Sympathy, Empathy and Compassion] ensure that the public servants act sensitively and interpret the rules so as to advance public interest. This is all the more important in a country like India where most the citizens are not aware of their rights and obligations owing to their socio-economic conditions rather than out of ignorance. In their absence, the administration will become mechanistic, rigid and ineffective.