

## 8. Case studies

### Case studies

1. **Analysing case from various dimensions (Identify the issues involved)**
  1. Use stakeholder approach to enlist the issues.
  2. People: Dignity, honour, emotional suffering, negative attitudes towards business, Cost-benefit ratio in developmental projects, lack of aptitude for long-term goals, etc.
  3. Government: Trust, faith, inclusiveness, intellectual humility for course correction, respect for constitutional law, etc.
  4. Private sector: CSR, etc
  5. Society: This stakeholder is compulsory in every case study. Think of larger impact on the society due to the case.
  6. Once the individual stake holders are done, try to see the issues which are in connection between them.
2. **Merits and Demerits**
  1. What to write: Stakeholder approach. Write one merit and demerit for each stakeholder.
  2. How to write.

### Types of case studies

1. **Self interest vs public interest**
  1. Good people always find themselves in situations that creates strong social pressure to withhold information about **misconduct**.
  2. **Change should begin from self**. My **personal philosophy** of life is one of ethics. **Dante Alighieri** says "the **hottest places in Hell are reserved** for those who in time of **moral crisis preserve their neutrality**".
2. **Any form of exploitation**
  1. **As injustice anywhere is a threat to justice everywhere**.
  2. The suggested course of action would bring fairness, ensure meaningful justice and provide them the ability to lead a socially and economically productive life in the long term.
3. **Policy for rehabilitation**

1. **Land alienation of tribals is a rural reality.** Our laws, constitution have failed to provide protection to indigenous tribal communities. The developmental activities of modern civilised society merely left the tribals landless and without any means for survival.
  2. The **compensation cum rehabilitation policy** for those displaced people should be framed on the principles of **equity, fairness, justice, collective good and transparency.**
4. **Compassion vs objectivity**
1. Public servants should be guided by the values of **objectivity, impartiality, honesty and diligence** while discharging their duties. **Objectivity does not mean rigid adherence to laws and rules.** While maintaining objectivity, they should also **maintain responsiveness to the public**, especially to the weaker sections. **Enlightened objectivity.**
  2. **Want of certain documents** cannot be a pretext to deny the basic necessities required for survival. The rules have been made to ease the functioning of the system.
5. **Domestic harassment**
1. An old saying "**A house where women is not safe is not a home**".
  2. **Concern for one's own self** should not be accompanied by **complete apathy towards others.**
6. **Corporate ethics**
1. **Man must learn to accept industry not as an end in itself** but as a means to an end of social, economic and spiritual well being and upliftment.
  2. **Trust is the lubrication** that **makes it possible for organisations to work.** So, the company's first priority should be to win the trust of the people.
7. **Governance related**
1. **More governance and less government.**
  2. Liability of the government officials.
  3. Strict adherence to quality.
  4. Reduction in redtapism and fast clearances. Simplification of paper work.
  5. **Governance demands results.** It is often alleged that the **complex set of rules and procedures** compromise the ability of the

executive to achieve them.

#### 8. **Locals exploiting tourists in case of disaster**

1. **Indian culture** promotes —**Atithi Devobhava**, thus, **locals should ensure comfortable stay for tourists**, keeping alive the Indian traditions.
2. Though, there is a **short term conflict in priorities** of the stakeholders, it is important to realize that the state, the citizens, and the market survive in an ecosystem.

#### 9. **Women discrimination**

1. **Women discrimination** should **become a political, economic and reformist issue** instead of being just a **social issue**. The schemes such as Beti Bachao, Beti Padhao is a good start in this direction. Women discrimination fails the basic test of universality for a principled action- Do unto others as you would have them do unto you.
2. One should take a **flexible and sympathetic approach** to prevent gender discrimination at workplace as this is directly related to financial autonomy and progress of women. As a good practice, leaves should be factored into any **product/process developmental cycle of an organization**. Thus, an objective decision should be taken by giving due emphasis to basic human rights, our constitutional values and SDGs.

#### 10. **Sexual harrasment at work place**

1. In addition to the employer's responsibility to provide a sexual harassment free atmosphere, it is essential that employees also become observant and assume an active role in the prevention of sexual harassment at workplace.

#### 11. **Workers**

1. Under **Article 43 (DPSP) of India Constitution**, the state is directed to ensure proper working conditions for workers. Also making workers work in the inhumane conditions is against their basic human rights.

#### 12. **Work culture**

1. Like a bad apple can spoil whole basket of apples, similarly impulsive nature of few employees within the organisation can negatively impact the work culture.

#### 13. **Any ban**

1. A violation of right of a few cannot be used as pretext to overlook the violation of human rights of many more.

#### 14. Dilemmas

1. Personal vs public interest.
2. Integrity vs loyalty.
3. Action vs inaction.
4. Rumours vs facts.

#### Phrases

1. **Ethics is not just law** but it is broader than law. **Law and ethics are different in their treatment of convicted persons.** Law does not take into effect factors like ignorance, voluntariness, free will etc., while deciding legality of an action. But ethics takes into effect those factors while deciding ethicality of an action.
2. "**Good people do not need laws** to tell them to act responsibly, while **bad people will find a way around the laws**" -- Plato.
3. **Mark Twain** once said that **kindness** is a language which the deaf can hear and the blind can see.
4. According to **Bhagavadgita**, **Greed robs a learned man** of wisdom and is a gateway to hell. **Actions inspired by greed**, hatred, vested interests, etc are called **Akusala Kamma** according to **Buddhism**.
5. **Selfishness is the root cause of all troubles** in the world. Some amount if it is natural, but when excessive, it becomes dangerous.
6. More often there is a compromise between **ethics** and **expediency**.
7. The **intellect should not be the slave of the passions**, but the servant of the heart. Education should be in a way such that **Einstein's brain** should be coupled with **Buddha's heart**. **Napoleon dynamism** should be combined with **Vivekananda's passion for helping human beings**.
8. **A society thrives best** when it is composed of **people** who are **intelligent, hardworking, honest** and **dutiful**.
9. A civil servant shall perform his duty to the nation with **utmost integrity and righteous manner**, but at the same time shall **practice it with prudence and in practical manner**.
10. '**Madhyam Marga**' principle by Buddhism. **Gold mean theory of Aristotle**. Aristotle says that **courage** is a **middle path** to the extremes of

fool hardiness and cowardice.

11. Aristotle explains essence of Justice as - **one should get what is their due in a particular situation**, majority alone cannot decide about justice.
12. **Injustice anywhere** is a threat to justice everywhere.
13. "**There is a higher court than courts of justice** and that is the court of **conscience**. It supersedes all other courts." -- Gandhi.
14. Mahatma Gandhi said that **power based on love** is a thousand times more effective and permanent than the one derived from fear of punishment.
15. As Swami Vivekananda observed, **every duty is holy** and devotion to duty is the **highest form of worship**.
16. The **Golden Rule** of ethics is that '**we should do to others what we would want others to do us**'.
17. The **rights of a civil servant** under the constitution should be **sub-ordinate** to the overall requirement of **public interest** and the contractual right of the state.
18. **Culture of zero tolerance**. Culture of transparency. Culture of accountability.
19. **Any law should not surpass basic human values and rights**.
20. **Excellence is doing ordinary things extraordinarily well**.
21. Without **civic consciousness**, you can have **populations but not citizens**.
22. Maxim of utilitarianism — Maximum happiness to maximum number of people. **Maxim of responsiveness and resiliency**.
23. **One problem with ethics** is the way it's often **used as a weapon**. If a group believes that a particular activity is wrong it can then use **morality as the justification for attacking** those who practice that activity. Ex: Homosexuality, moral policing, cow lynching etc.
24. Concept of **individual freedom** is required to recognise the **uniqueness of each individual** in terms of biological, social and family condition he grew up in. Unfortunately this philosophy has led into personalities which are **ego-centric, selfish** and little sense of ethical concerns.
25. As one's life is dear to oneself so is **life dear to every creature**. The good think of others as themselves, and show **compassion**.
26. A **teacher is unethical if she does not teach with affection**. A doctor is unethical if she does not treat the patient on account of insufficient fee. A lawyer is unethical if she uses her brain power to defend a criminal.

27. **Mother Teresa** once said that the **loneliness** and the **feeling of being unwanted** is the most terrible poverty.
28. Swami Vivekananda says, “**him I call a traitor** who having been educated at the cost of millions of poor and innocent enjoys the luxurious life **without paying any attention to improve their lot**”.
29. When you are holding a **public office**, you **can't go around accusing people** in haste. It breaks the office **discipline**, destroys the **staff morale**.
30. **Religion** is a personal matter and has **nothing to do with unity or disunity**. Arab countries are the example of it. Although they have **uniformity in religion** i.e but **Shia sunni** divide is a constant trouble for them. The very **motive of forming a muslim nation** i.e. Pakistan fell apart when **Bangladesh seceded** and voices are heard of Baluchistan discontent.
31. Although **communal violence** is prevalent in India it is because of **intentional flare up of tension** by some vested interests **not because of diversity per say**. The **oneness** comes from an innate feeling that one **attaches emotionally** when one toils hard. However increasingly self interest and economics has overtaken the religious feeling when comes to unity.
32. At the heart of ethics is a **concern about something or someone** other than ourselves and our own desires and self interest. So when a person thinks **ethically** they are giving at least some **thought** to something **beyond themselves**.
33. **Unless values are inculcated** within human beings, their **attitude and behaviour cannot be changed** through superficial efforts. Values are formed, through a continuous process of interaction of individual with his environment.
34. We need not worry or make ourselves **sleepless about the world**. It will go on without each of us. Our worries will not help it. **Only, when we stop worrying about the world**, then alone will we be able to work well. It is the level headed man, the man of good judgement and **cool nerves**, of great **sympathy** and **love**, who does good work and so does good to himself. The one who is complaining all the time is foolish and has no **sympathy**. Thus we should not get **upset by the various problems** created by the systems and people around. We should focus on what best we can do.

35. Gandhi gained command over masses because people were able to understand that he was inspired from within. They called him Mahatma. Merely by his hunger strike, the Mahatma could control behaviour of millions of people.
36. The principle of assertion of duties is a reaction against non-performance of duties. Hence a society must focus on primarily on duties in every sphere for everyone.
37. The very concept of society is for the good of all the involved parties. Since whatever you have, has come due to the collective effort of the society as a whole. For example, the clothes you wear, food you eat, could not be created by you alone, it needed society's collaboration. Similarly the money and resource you have under your control is also for all, you merely have the control over its use.
38. Code of Conduct Rules 1964 also endorses the unquestionable importance of honesty and integrity in professional life.
39. Right to self determination of the public is important.
40. Does human relationship matter more than life of an individual?
41. Every culture generally puts the onus of women safety on the shoulders of male members.

### **Immediate Disaster management measures**

1. Immediate rescuing of people struck in disaster debris is important. So, make use of all resources like disaster teams, police, paramilitary forces, army (usually army is having wide presence in NE region), government officials and even NGO, civil society too along with all available technology to clear the debris and save the ones under them.
2. All hospitals both government and private should be put on alert with all staff on stand by to give medical services to injured ones. Taking help from retired doctors in the district can also be thought of. Availability of adequate medicines is also needed.
3. Dead bodies need to be removed immediately and mass burial need to take place for stopping diseases spread.
4. Further temporary tents also needs to be constructed for the safe and less injured people. Also providing the information about the tents to people needs to be conveyed via community radios, loud speakers so

that they can make use of it. People in the tents should be asked to keep the area clean, wear masks and to take other precautions to avoid diseases. **Women and children needs** need to be addressed separately.

5. Availability of **food** is another important concern which can be procured from all **PDS shops** and other shops in the district. I can also take help from **NGOs**, other voluntary organisations to provide food and clothing.
6. Law and order also needs to be maintained in the district along with **appealing to the public not to panic** and support public authorities in their work.
7. Priority on not letting people emotion getting overwhelmed and pouring support but **managing and coordinating all incoming helps**. For example, many people start donating their old clothes and unused household items or costly food items which is not of use in rehabilitation. Instead **we can ask directly for cash donation** and divert the fund where ever needed.
8. Lastly a **detailed analysis of the disaster** needs to be prepared and sent to the state government including human, economic loss and the estimated package required for reconstruction and development process.

### **Fighting terrorism through non-violence**

1. Terrorism to some extent emanating from the **lack of development and education**, so working on those areas can develop both thinking and nature of people towards others.
2. From childhood, developing and nurturing attitude of **religious compassion, sharing, helping** etc would help in driving people away from thoughts of violence and terrorism.
3. **Promoting Yoga is a great step forward**. It develops and uses self awareness for self healing and self discovery. You trust what you discover and experience inside, not what someone else wants you to believe. Thus it keeps people away from brain washing.
4. **Propagating peace through diplomacy**. Many **countries today negotiate with terrorists**. Recent negotiations of India with some influential people for liberating its people in Iraq.
5. **Spreading awareness through social media** can be a counter strategy to



spreading hatred by terrorists. This could drive away normal people from joining terrorists.

6. **Special filtering of youths** leaving nations toward Syria, Iraq, Arab nations and detailed background checking of them. Also **coordinating with Arab nations** embassy to test from their side about social network presence of travellers.