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IAS Mains

GENERAL STUDIES

PAPER 4

Ethics, Integrity & Aptitude

Exam Pattern Questions with Each Unit Based on Latest Pattern of Civil Services...

With Previous Years' Questions 2021–13

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PREFACE
To The Revised Edition

Paper 4 of General Studies is the most important subject among all the four General Studies Papers to test these traits in a candidate. The vastness and overtly dynamic nature of this paper throughly tests mettle of future civil servant. Details of simple concepts become very important. Instead of asking a tricky question UPSC is moving towards core components. Direct scheme based question. Analysis of previous years papers also become important in understanding the themes of many questions.

The similar trend was visible last year as well in GS paper 4. Themes were simple but highly relevant for role of an administrator. Answer writing practice becomes very important for such papers as over the years GS paper 4 has been simpler than GS paper 3.

The syllabus given by UPSC for this paper is the confluence of knowledge from three disciplines i.e. psychology, philosophy and public administration. However, candidates must take into consideration that the paper requires general understanding and application of the topics given in the syllabus rather than getting into the deep theories and the jargon associated with the given subjects. Thus, confluence doesn't mean simply adding knowledge from different streams but developing new wisdom by integrating knowledge from different perspectives.

The content which has been new to this edition includes

- New case studies with solutions have been added while taking into account case studies which were asked in GS Paper-4 of last four years.
- New case studies have been added according to the new feedbacks.
- Topic' lives and teachings of great personalities' in first unit have been revised thoroughly.
- Complete restructuring of Unit 5 (Moral Thinkers and Philosophers) has been done to make it more useful for students and readers' friendly. A comprehensive chronology of thinkers has been added for giving time perspective to the readers.
- Most of the topics in Unit 6 and 7 have been either restructured or rewritten which has increased their utility from exam point of view.
- Solved paper of 2021 has been added.

Though constant efforts have been made to improve the book in all aspects, your feedback will be appreciated and can act as timely reminders. Hope it'll serve you good in your quest for success.

We welcome the reader's valuable suggestions for improvement in this book.

With Best Wishes

Authors

INSIDE THE BOOK

UNIT 4
Emotional Intelligence

UNIT 5
Moral Thinkers and Philosophers from India and World

UNIT 6
Public/Civil Service Values and Ethics in Public Administration

UPSC IAS MAINS
GENERAL STUDIES PAPER 4
SOLVED PAPER 2021

1. (a) Identify five ethical traits on which one can plot the performance of a civil servant. Justify their inclusion in the matrix? (*Answer in 150 words*) **10**

Ans. For a civil servant, ethics are of utmost importance, as they decide the standard of right or wrong.

A matrix of ethical traits can be helpful in performance evolution. The ethical traits alongwith reason of inclusion are tabulated below:

Ethical Traits	Reason For Inclusion
Integrity	It helps a civil servant from any conflict between 'right duty' and 'self desires'. Integrity is important for elimination of corruption and for pursuit of professional excellence.
Compassion	It brings empathy towards weaker section, self-motivation to work for weak. A compassion in every civil servant is elementary to perform duty with emotional intelligence.
Selflessness	It helps in resolving conflicts of interest, countering nepotism and cronyism. It prevents misuse of entrusted public resources and authority.
Objectivity	It makes a civil servant impartial and non-partisanship. Decisions are based on merit without any personal bias. Fairness in action and efficiency orientation are also essential.
Accountability	It makes civil servants answerable for their conduct and decision. It makes administration transparent and public oriented.

These ethical traits form the ethical foundation of a civil servant. These traits ensure that a civil servant fulfills his professional obligation even in worst conditions.

(b) Identify ten essential values that are needed to be an effective public servant. Describe the ways and means to prevent non-ethical behaviour in the public servants. (*Answer in 150 words*) **10**

Ans. The ten essential values needed to be an effective public servant are:
- Leadership
- Courage
- Integrity
- Transparency
- Accountability
- Honesty
- Selflessness
- Responsiveness
- Tolerance and humanity
- Justice

Ethics translates the values into the everyday life. There are several values but Nolan Committee and the Second Arc report has stated values that help in the effective functioning of Public servant that is one who works for and in the government.

There are following ways and means to prevent the non-ethical behaviour in public servants:
- Selection of candidates with high ethical competence and awakened conscience, promotions based on performance and periodic training.
- Public servants should be rewarded or punished as per they act to promote reward and punishment mechanism.
- Tools like RTI, social audit, e-governance can be used for better transparency and accountability.
- Rules and regulations should be made effective that defines do's and don'ts for public servant along with a mechanism for quick action for unethical conduct.

- Cutting down on discretionary power and minimising direct contact between citizen customer and service provider to reduce rent seeking opportunities.

These essential values and these reforms can make public servants more effective and public oriented.

2. (a) Impact of digital technology as reliable source of input for rational decision-making is a debatable issue. Critically evaluate with suitable example. (*Answer in 150 words*)   **10**

Ans. **Impact of Digital Technology**

- The Impact of digital technology in our lives is growing very fast in every sphere and domain whether it is paying online money or verifying documents online, government is also promoting and pushing everyone to use digital technology.
- In the time of COVID 19, the dynamics of life has totally changed. World has become more digital, even the classroom are digital now a days.
- Online payment service helped millions from touching the hard currency getting affected by the virus.
- Government is also promoting 'Digital India Mission' for the same.
- The online system induces a sense of being more gasses free, error free and less line consuming.

Criticism

- Technology cannot be 100% accurate like everything else it also has flaws and loops. For e.g. Aadhar Card can be manipulated into fake accounts of politicians and film actors.
- Technology can be used as a potent weapon against the individuals and the larger society. That's why the adoption of the technology should be done with a lot of responsibilities, rationality. For a country like India, where we have a great digital divide and still many people are not using technology, it is hard to do everything with the help of technology.
- People still do not trust technology fully. If we have to win the trust of public then we should redress their grievances regarding technology and also make them aware about the benefits of digital life.

(b) Besides domain knowledge, a public official needs innovativeness and creativity of a high order as well, while resolving ethical dilemmas. Discuss with suitable example.
(*Answer in 150 words*)   **10**

Ans. Public officials deals with all kind of situations in their lives while performing their duty.

They need innovativeness and creativity to solve ethical dilemmas while solving tough situations.

Both Domain knowledge and innovation are important for a Public servant in following ways :

- With Domain expertise civil servants can improve Quality of service and decisions thus promoting public trust. For e.g. Alok Mishra, An IAS Officer, saved many lives in COVID times because of his domain knowledge as well as innovations.
- In a village, in Western parts of Gujarat, an IAS officer with his innovation skills managed to being electricity, where it was very hard to do the same for the government by normal means.
- A SDM office in Uttar Pradesh used his creativity skills to bring out corruption in Food and Public Distribution department of the block by maintaining a proper mechanism for the distribution of food items.
- Metroman E Sreedharan who is a Civil Engineer by degree worked as a Head of department and Project head for the metro because of his Domain expertise and innovation.

Domain knowledge makes the person efficient in traditional works i.e. while taking problems of routine life which the innovativeness and creativity helps a civil servant in tackling new challenges.

3. What does each of the following quotations mean to you?
(a) 'Every work has got to pass through hundreds of difficulties before succeeding. Those that persevere will see the light, sooner or later.'–Swami Vivekananda (*Answer in 150 words*)   **10**

Ans. Swami Vivekananda is considered as the greatest thinkers of not just India but the whole world.

Perseverance is the ability of an individual to stay firm on the path of his duty.

According to most of the thinkers in the world, Perseverance is the key to success in life.

There are many real life examples related to perseverance, some of them are:

- **From Siddharth to Gautama Buddha** Siddharth faced many obstacles (Physical and mental). Subjected himself to severe austerities, Then only he became Gautama Buddha.
- **Maharana Pratap and Mewar** Rana Pratap lived in jungle, faced numerous problems but it was his perseverance that made him win his fort back.
- **Thomas Alva Edison** We all know about his "Electric Bulb" experiment. He failed one thousand times but he did not stop there, kept trying and finally invented the 'Electric Bulb'.
- **A P J Abdul Kalam** He was born in a poor fisherman family in Tamil Nadu. He faced numerous troubles in his education due to his poverty but it was his grit, and perseverance that made him the Missile Man of India.

- **Helen Keller** She was an American author, disability rights advocate, political activist and lecturer. She lost her sight and hearing at an early age, but she did not stop, she kept learning and now she has become an example for us.

  Thus, from the above examples and the following thought by Swami Vivekananda, we can say that difficulties, trial and tribulations and future as part of the way to success. Those who perseverse see the light, which those who quit can't.

(b) 'We can never obtain peace in the outer world until and unless we obtain peace within ourselves.'–Dalai Lama (*Answer in 150 words*) **10**

Ans. Peace does not only means absence of war and violence but also it means the presence of justice, fraternity and harmony.

The significance of Buddhism for peace is the elevation of ahimsa, that is, doing no harm to others, as a central ethical virtue for human conduct on which Dalai Lama has based his understanding on.

Peace is the lack of conflict and the condition of acceptance. Peace allows people to reap healthy benefits out of their potential.

Inner peace brings satisfaction, which decreases the chance of corruption, domestic violence robbery etc.

Inner peace helps reducing religious conflicts and promotes harmony and hence works as a vaccine for the virus of communalism.

Peace is usually viewed as the ultimate goal of human existence.

There has been a moralising of the need for peace. In Gandhism, peaceful means is to become united with and indistinguishable from peaceful ends.

The realisation that peace is more than the absence of conflict lies at the heart of the emergence of the notion of a culture of peace, a notion, which has been gaining greater attention within peace research in late 20th and early 21st centuries.

The need is to ensure respect for life, ending of violence and promotion and practice of non-violence through education, dialogue and cooperation.

The need for the countries who want to develop a deeper understanding of Dalai Lama is that not just peaceful geographical borders but the disputes, the inequalities and the discrimination that is meted to the population of the country also be dealt well where grievances are redressed to ensure peace.

The idea that the world must not turn a blind eye against injustice happening around the world also stands true.

(c) 'Life doesn't mark without interdependence. We need each other and sooner we learn that, it is better for us all.'– Erik Erikson
(*Answer in 150 words*) **10**

Ans. Every creature on this planet is dependent on each other directly or indirectly. Everyone is also dependent on nature as well for their survival.

For example, food chain is one of the finest example of interdependence as grasshopper is dependent on grass, a frog is dependent on grasshopper, a snake is dependent on frog, etc.

Interdependence cannot be seen as a barrier in freedom, But it should be seen as a way forward towards mutual and inclusive growth.

In recent COVID 19 situation, countries faced oxygen crisis, testing kit and PPE kit crisis which was resolved by other countries including India.

India with its policy of Vaccine Maitri, help poor and less developed nations by providing them free vaccines.

Similarly, the fight against terrorism or climate change cannot be win alone by any nation, for that, we need the cooperation globally. When Earthquake destroyed Nepal in 2014, The whole world came up with help in every possible way so that Nepal can grow again and stand with the other countries.

In many Bilateral agreement, India and different countries sign "Memorandum of understanding" to share technology and other information. Leaning from each other also reflects interdependence.

Hence, Erik Erikson is absolutely right in quoting that, "We need each other and the sooner we learn that it is better for us all, because United we stand, divided we fall".

4. (a) Attitude is an important component that goes as input in the development of human being. How to build a suitable attitude needed for a public servant? (*Answer in 150 words*) **10**

Ans. An Attitude is a psychological tendency that is expressed by evaluating a particular entity with some degree of favour or disfavour.

Attitude is an integral component of developing human being, for shaping attitude many factors play important role.

Factors that shape attitude of a human being are

- **Social factors** Social factors such as education, values, family and surroundings influences a person's attitude. They enable a person to understand the right and wrongs in the society and creates a positive attitude.
- **Technological factors** The solutions of the problems that the nation faces can be tackled with the help of technological innovations. A right attitude is needed to develop innovations.
- **Spiritual Factors** Knowing oneself and by being emotionally intelligent, a person can realise the factors that stops them from realising their true self. It creates an urge to free themselves from the inner evils and shape positive attitudes.

To build a sustainable attitude needed for a public servant, following things can be done:

- **Improving his/her problem solving abilities** During the exam preparation as well as training a public servant, work on his problem solving ability. This improves perspective and ability to "connect the dots" while dealing with matters of public interest.
- **Enhancement of resilience** Positive thinking and attitude can help a civil servant to build greater resilience.
- **Improving his/her decision-making skills** This is the most important quality needed in a public servant to maintain a positive mindset and attitude during adverse circumstances to make better decisions.
- **Improving Values** Values are very essential for a public servants, values like empathy, compassion, respect, should be worked upon.

Hence, by developing above features, we can build sustainable attitude needed for a public servant.

(b) In case of crisis of conscience does emotional intelligence help to overcome the same without compromising the ethical or moral stand that you are likely to follow? Critically examine. (*Answer in 150 words*) **10**

Ans. Crisis of conscience is the dilemma of being ethically unfair or wrong in the decision making process. Sometimes, in complex and emotional situations, it is very hard to decide what is the right thing to do, and person faces crisis of conscience. For example, Arjuna faced crisis of conscience in the beginning of Mahabharat.

Emotional Intelligence

It refers to attributes such as understanding one's feeling. Empathy for others and the regulation of emotions to enhance one's life.

Emotional Intelligence (EI) can help to overcome the crisis of conscience in following ways

- Emotional Intelligence helps in handling the mental conflicts constructively and helps in better understanding of the situation.
- EI can help in thinking about the long-term results of any act rather than the instantaneous one.
- EI can help in taking practical decisions instead of taking emotional or moral decisions in the crisis of conscience.
- Emotional Intelligence provides inner strength to a person that allows them to set with integrity and tackle difficult circumstances. For example, Crisis of conscience is a case of coerced corruption or an order from senior which goes against established ethical standards.
- EI helps in becoming self-aware so that a person does not commit any non-required act because of his selfishness.
- EI is very important in tackling crisis of conscience but sometimes it is not sufficient for the same. In such cases, laws, rules and regulations can act as guides to ethical conduct and help resolve consciences of crisis. For example, Supreme Court of India take help of rules and laws only when there is a crisis of conscience.

5. (a) 'Refugees should not be turned back to the country where they would face persecution or human right violation.' Examine the statement with reference to ethical dimension being violated by the nation claiming to be democratic with open society. (*Answer in 150 words*)   **10**

Ans. The principle of non-refoulement forms an essential protection under international human rights, refugee, humanitarian and customary law. It prohibits states from transferring or removing their jurisdiction believing that the person would be at risk of irreparable harm upon return.

However, countries claiming to be democratic with open society often refuse to accept refugees and send them back raising following ethical questions :

- **Human Rights** These are inalienable rights to life, liberty and opportunity to realise one's potential. Turning back the refugees deny them their basic human rights.
- **Against the Categorical Imperative** Turning back those in need goes against the categorical imperative of Kant as it cannot be made into a universal principle. Some countries are accused of using migrants as a tool of foreign policy as witnesed during 2021 Belarus-European Union boarder crisis. Such actions do not pass the test of Gandhiji's Talisman-action keeping in mind the interest of weakest.
- **National Interest Vs Global Responsibility** Countries deny refuse citing limited resources, security threats, primary responsibility towards their citizens. However, responsibility as a member of global community is often violated. Countries justify their action on utilitarian perspective, which neglecting deontological aspect.
- **Historical Responsibility** Western world is responsible for many refugee crisis. Colonial exploitation and civil wars are the main causes for refugee, so they should take historical responsibility for their action.

Democratic, liberal and countries with resources and capacities should accept refugees and allow them to exercise their basic human rights of life and pursuit of happiness.

(b) Should impartial and being non-partisan be considered as indispensable qualities to make a successful civil servant? Discuss with illustrations. (*Answer in 150 words*)   **10**

Ans. Impartiality means acting without any bias, non-partisanship is a quality of being politically neutral.

Impartiality and non-partisanship are two essential and foundational values for a civil servant in discharge of his/her duties.

Impartiality in Civil Services

- This helps a civil servant to make decisions on objective criteria and not on biases and prejudices. For example, impartiality will help the Chairman of Finance Commission in recommending resources on objective criteria, without a bias to his/her own home state.
- It ensures an amicable and effective relationship between civil servant and the society. For example, an impartial SDM/DYSP will command respect of people and thus will gain their cooperation in various conflict management situations.
- It helps build an equal attitude towards everything and everyone. For example, impartiality will aid a DM/DC in implementing benefits under any scheme without a bias of caste or religion.

Non-Partisanship in Civil Services

- It entails that the civil servant will serve the government of the day faithfully without political bias. For example, a Resident Commissioner may have to serve under governments of differing political ideologies in Centre and the state.
- Non-partisanship will help a civil servant to take decision without any fear/favour to any political party and based on constitutional principles. For example, during elections, non-partisanship will aid a DM/DC in discharging the duties of a Referring Officer effectively.
- It ensures an effective/professional relationship between the elected representative and the civil servants. For example, non-partisanship will enhance and maintain the credibility of a Chief Secretary, irrespective of the party in power.

Conclusion

Impartiality and non-Partisanship are considered as the essential qualities in a civil servant. These are necessary because civil servants are expected to act as per law and Constitution without any bias.

6. (a) An independent and empowered social audit mechanism is an absolute must in every sphere of public service, including Judiciary, to ensure performance, accountability and ethical conduct. Elaborate. (*Answer in 150 words*)   **10**

Ans. **Social Auditing**
The process of sharing details of the financial and non-financial resources utilised by the government bodies for development initiatives with the public through a public platform is called Social Auditing.

Benefits of Social Auditing

- This method involves the people which built their trust towards the agencies and develops a sense of social responsibility in them.
- Social audit can improve local government process and to promote accountability in local governance.
- Regular social audits, also required under the MNREGA 2005 to maintain accountability and transparency.
- It improves the efficiency of a scheme and have a favourable impact on governance.
- This method gives the marginal sections of the society to raise their concern and voices.
- People should know about the judiciary by making them available some videos of judicial proceedings.

But there are many challenges in this process as we have lack of administrative and political will to institute analyse social act. As well as due to lack of awareness public participation is very less.

This method is designed to increase decision making responsibility to promote transparency and accountability and we should try to make it more efficient by our participation.

(b) 'Integrity is a value that empowers the human being'. Justify with suitable illustration.

(*Answer in 150 words*)   **10**

Ans. Integrity indicates soundness of moral principles, the character of uncorrupted virtues, uprightness, honesty and sincerity.

The appearance of integrity means a lot because it affects our image with others.

Integrity in every sphere of life creates an impact on the people around us and it defines our values.

Integrity can empower human being in following ways:

- **Integrity in Leadership** When a leader takes the blame of incident happened because of his department, it shows his integrity. For example, Suresh Prabhu, the Railway Minister of India resigned from the ministry because of a rail accident happened in his tenure.
- **Integrity in Sports** We have seen many people accepting their fault, even when that fault is not claimed by anyone, that shows their integrity. For example, MS Dhoni was calling back batsman but a run out happened because of confusion.
- **Integrity in public life** IAS Officer, Ashok Khunka, has been transferred a number of times by different governments because he never bows down to the wrong and unethical orders of government.

- He pays the price of his honesty with transfers but never compromise with integrity.
- **Integrity in Business/Professional Life** We have seen many businessmen saying sorry to their employees for some unfortunate things happened in the firm and that has created impact on the lives of the employees.

Integrity controls a person's duties and make him/her stick to the values. It is hard sometimes to maintain that but integrity empowers the human being for sure.

7. Sunil is a young civil servant and has a reputation for his competence, integrity, dedication and relentless pursuit of difficult and onerous jobs. Considering his profile, he was picked up by his bosses to handle a very challenging and sensitive assignment. He was posted in a tribal dominated district notorious for illegal sand mining. Excavating sand from river belt and transporting through trucks and selling them in black market was rampant. This illegal sand mining mafia was operating with the support of local functionaries and tribal musclemen who in turn were bribing selected poor tribals and had kept the tribals under fear and intimidation.

Sunil being a sharp and energetic officer immediately grasped the ground realities and the modus operandi followed by the mafia through their devious and dubious mechanism. On making inquiries, he gathered that some of their own office employees are in hand and glove with them and have developed close unholy nexus. Sunil initiated stringent action against them and started conducting raids on their movement of trucks filled with sand. The mafia got rattled as not many officers in the past of had taken such strong steps against the mafia, Some of the office employees who were allegedly close to mafia informed them that the officer is determined to clean up the mafia's illegal sand mining operations in that district and may cause them irreparable damage.

The mafia turned hostile and launched counter-offensive, The tribal musclemen and mafia started threatening him with dire consequence. His family (wife and old mother) were stalked and were under virtual surveillance and thus causing mental torture, agony and stress to all of them. The matter assumed serious proportions

when a muscleman came to his office and threatened him to stop raids, etc., otherwise, his fate will not be different than some of his predecessors (ten years back one office was killed by the mafia).

Questions

(a) Identify the different options available to Sunil in attending to this situation.

(b) Critically evaluate each of the options listed by you.

(c) Which of the above, do you think, would be the most appropriate for Sunil to adopt and why? (*Answer in* 250 *words*)   **20**

Ans. The different options available to Sunil in this case are:

Option 1 Sunil can continue his action against the mafia, local functionaries and his corrupt sub-ordinates. He can further apply for police protection. At the same time, he should inform his superiors about the whole situation.

Option 2 Sunil can stop taking any action and can continue his tenure in his office.

Option 3 Sunil can request his superiors for his transfer from the district describing the whole situation to them.

(b) These options (given above) can have the following consequences :

Merits and Demerits of Option 1

Merits

- It will reinforce the rule of law in the tribal district.
- It will aid in checking corruption in the public offices.
- It will also free the tribals from the fear and intimidation of the sand mafia.

Demerits

- Sunil's family may have to face the brunt of his action.
- It might be a possibility that some police personals too are hand in glove with the mafia.
- Sunil will face continued resistance from his subordinates.

Merits and Demerits of Option 2

Merits

- It will stop the aggression of the mafias towards Sunil and his family members.
- Sunil will be able to complete his tenure in peace.

Demerits

- It will compromise the law and order situation in the district.
- Continued illegal sand mining will adversely affect the state exchequer, tribals with environment.
- Sunil being an honest officer will be mentally frustrated.

Merits and Demerits of Option 3

Merits

- It will stop the stalking, mental agony and trauma for the family members.
- Sunil could work in peace in his next assignment.

Demerits

- It will aggravate the problem of illegal sand mining.
- It will compromise the obligation and commitment of Sunil towards his public duty.
- The corruption in the public office will continue without any hindrance.
- The rule of law in the district will be compromised.

(c) The first option (option 1) is the most suitable option for Sunil as a young civil servant because:

- It will check the incidents of illegal sand mining and the rule of law will became uphold in the area.
- The police protection will deter the mafias from intimidating Sunil and his family members.
- This option will make Sunil an even braver and experienced civil servant, who stood his ground in the face of adversities. It will help him in his career.
- This option is also beneficial for the local tribals, who are living in the fear of the mafias.
- It will restore the ecological wealth of the region and action can be taken against corrupt officials.

8. You are Vice-Principal of a degree college in one of the middle-class towns. Principal has recently retired and management is looking for his replacement. There are also feelers that the management may promote you as Principal. In the meantime, during annual examination the flying squad which came from the university caught two students red-handed involving in unfair means.

A senior lecturer of the college was personally helping these students in this act. This senior lecturer also happens to be close to the management. One of the students was son of a local politician who was responsible in getting college affiliated to the present reputed university. The second student was son of a local businessman who has donated maximum funds for running of the college. You immediately informed the management regarding this unfortunate incident.

The management told you to resolve the issue with flying squad at any cost. They further said that such incident will not only tarnish the image of the college but also the politician and businessman are very important personalities for the functioning of the college. You were also

given hint that your further promotion to Principal depends on your capability in resolving this issue with flying squad.

In the meantime, you were intimated by your administrative officer that certain members of the student union are protesting outside the college gate against the senior lecturer and the students involved in this incident and demanding strict action against defaulters.

Questions
(a) Discuss the ethical issues involved in the case.
(b) Critically examine the options available with you as Vice-Principal. What option will you adopt and why? (*Answer in 250 words*) **20**

Ans. The Ethical issues involved in the case are:
- **Professional Ethics** Professional Ethics means, to fulfill the requirement of duty without any fear or without any consideration of favouring someone.
- **Impartiality** The present situation involves the issue of impartiality. The procedure is some for every student so favouring those two candidates is an issue of impartiality. A Vice-Principal should be fair to every student.
- **Integrity** Vice-Principal can do what's being asked by the management but it will stick to his 'Integrity, he won't follow the management instead, he will do whatever is correct as per the values. The senior lecturer compromised his integrity and the Vice-Principal has also this option.
- **Mental and Moral Toughness** The situation is a test of moral and mental toughness of Vice-Principal. Whether he should bow down to the power of politicians or business or do whatever it takes to uphold the values of his chair and his personal ethics and morals.

(b) There are following options available to the Vice-Principal, which has both merits and demerits:

Option 1
I will follow the advice of management. Like the Management has suggested to resolve the issue at any cost, I can do that by either bribing the flying squad or using some connections to save those students.

Merits
- Those politicians and businessman won't go against the college.
- They may give some reward to the management for saving their son.
- The image of the college won't ruin.

Demerits
- My personal values will be effected by it.
- I will be impartial with the other students.
- I will also considered as a corrupt Vice-Principal.
- It will tarnish the image of college and management.

Option 2
- Letting the flying squad do its duty against the students.

Merits
- It will set an example for the other students to not to repeat such things.
- It will ensure that any lecture should not involve in such cases in future.
- It will enhance the reputation of college as well as its credibility.
- It will enforce the due process of law.

Demerits
- It will lead to my termination from the post.
- The politician and the powerful businessman can hurt me personally.
- It will tarnish the image of those powerful families which within can affect my family.
- The future of those students and teachers will get spoiled.

I will go for the second option because
- Personal benefits cannot come in the way of my duty.
- If I don't do what is right, then how will I ask my students to do the same.
- Justice is a necessary element of human character and justice should prevail at any cost.
- This option will increase the credibility of college as it went for this option without caring about the consequences.
- It will set an example for the future.
- Sanctity of rule and law and the exam will be upholded.

9. An elevated corridor is being constructed to reduce traffic congestion in the capital of a particular state. You have been selected as project manager of this prestigious project or your professional competence and experience. The deadline is to complete the project in next two years by 30th June, 2021, since this project is to be inaugurated by the Chief Minister before the elections are announced in the second week of July 2021.

While carrying out the surprise inspection by inspecting team, a minor crack was noticed in one of the piers of the elevated corridor possibly due to poor material used. You immediately informed the chief engineer and stopped further work. It was assessed by you that minimum three piers of the elevated corridor have to be demolished and reconstructed. But this process will delay the project minimum by four to six months.

But the chief engineer overruled the observation of inspecting team on the ground that it was a minor crack which will not in any way impact the strength and durability of the bridge. He ordered you to overlook the observation of inspecting team and continue working with same speed and tempo. He informed you that the minister does not want any delay as he wants the Chief Minister to inaugurate the elevated corridor before the elections are declared.

Also informed you that the contractor is far relative of the minister and he wants him to finish the project. He also gave you hint that your further promotion as additional chief engineer is under consideration with the ministry. However, you strongly felt that the minor crack in the pier of the elevated corridor will adversely affect the health and life of the bridge and therefore it will be very dangerous not to repair the elevated corridor.

Questions

(a) Under the given conditions, what are the options available to you as a project manager?

(b) What are the ethical dilemmas being faced by the project manager?

(c) What are the professional challenges likely to be faced by the project manager and his response to overcome such challenges?

(d) What can be the consequences of overlooking the observation raised by the inspecting team? (*Answer in 250 words*) **20**

Ans. (a) The options available to me as a project manager are:

- I can let the profit go the way it is going, ignoring the ongoing line.
- I can tell my seniors about the issue.
- I can demolish the pillars without asking anyone and reconstruct them.
- I can talk to the minister and convince him that by using more manpower we can reconstruct it before election.
- I can directly talk to the Chief Minister and tell him about the issue and also tell him the grave danger it can bring to the lives of people.
- Directly talks to the PMO, or Central Minister of Roads about the same and telling him about the upcoming danger.

(b) The ethical dilemmas being faced by the project managers are:

- **Integrity** One's integrity always saves him from the conflict between the values and personal gains. In this situation, my values are not allowing me to let the project carry on the way it is going but I am also worried about my future and my family.
- **Professional Ethics** As a professional public servant, I must do what is right for the public and make sure that no harm will happen to them because of me. Here if I allow this to happen, my professionalism will be at stake.
- **Impartiality** My impartiality will be at stake because I cannot favour any specific political party for tithing them gain political mileage over other parties that too on the cost of the lives of people.
- **Leadership** All people working under my leadership can question my ethics and my duty allegiance. If I allowed this project to go on without any change, my leadership will be challenged.

(c) The professional challenges likely to be faced by the project manager are:

- If he allows the project to pass on, he may be get rewarded by the minister or chief engineer, he may get promotion in his career. But, if the bridge collapsed, then he won't be able to come out if the guilt former his life, and as all this happen in knowledge and with his permission, he will considered as the criminal.

- If he did not allow the project to pass on, his job would be at stake and may be his life also and may be his family will get targeted for his honesty.

His response

- He can ask the members of other political parties or the opposition parties to create pressure on the government and to stop their people at any cost.
- He should not bow down to the government pressure and he should uphold his integrity and show resentment against government's decision.

(d) The consequences of overlooking the observation raised by the importing team can be:

- The collapse of the bridge can destroy the lives and families of hundreds of people.
- The situation of stamped will arise.
- This type of construction, may or may not stand in the situation of natural duration like heavy steam or earthquake.

10. The Coronavirus disease (COVID-19) pandemic has quickly spread to various countries. As on 8th May, 2020, in India 56342 positive cases of corona had been reported. India with a population of more than 1.35 Billion had difficulty in controlling the transmission of coronavirus among its population. Multiple strategies became necessary to handle this outbreak.

The Ministry of Health and Family Welfare of India raised awareness about this outbreak and to take all necessary actions to control the spread of COVID-19. Indian Government implemented a 55-day lockdown throughout the country to reduce the transmission of the virus. Schools and colleges had shifted to alternative mode of teaching-learning evaluation and certification. Online mode became popular during these days.

India was not prepared for a sudden onslaught of such a crisis due to limited infrastructure in terms of human resource, money and other facilities needed for taking care of this situation. This disease did not spare anybody irrespective of caste, creed, religion on the one hand and 'have and have not' on the other. Deficiencies in hospital beds, oxygen cylinders, ambulances, hospital staff and crematorium were the most crucial aspects.

You are a hospital administrator in a public hospital at the time when coronavirus had attacked large number of people and patients were pouring into hospital day in and day out.

Questions

(a) What are your criteria and justification for putting your clinical and non-clinical staff to attend to the patients knowing fully well that it is highly infectious disease and resources and infrastructure are limited?

(b) If yours is a private hospital, whether your justification and decision would remain same as that of a public hospital? (*Answer in 250 words*)   **20**

Ans. (a) Criteria for putting clinical and non-clinical staff to attend the patients:

- Duties can be divided according to the complexity of the problems.
- Staff with disease-vulnerability would not be allowed to work at all. For example, Patient with diabetes and blood pressure are prove to Covid-19, so such people won't be allowed as staff.
- Non-clinical staff like cleaners, pantry worker should also wear PPE kit while working in pantry or while cleaning.

Justification for putting my clinical and non-clinical staff to attend the patients is stated in the points below:

- **Compassion** People are suffering because of COVID 19, need the support of medical facilities. Many of them have already lost their families and loved ones and I want to save as many people as I can. Even the infrastructure is crippled but atleast we should try.
- **Utilitarianism** Larger public interest is served if Covid-19 patients are taken care of. It will help everyone in the long run. Either, it is the normal public or the government.
  I will make sure that if someone from my Medical staff (clinical or non-clinical) scummed to Covid-19, then the education of his/her children will be managed by the hospital fund.
- **Strict legal action** will be taken against any of the family member of patients, who humiliate or hurt the dignity of the hospital staff. So that, the staff can work freely, without any fear of families of patients.

(b) My commitment for the patients will remain unadhered whether the hospital is private or public.

- I will make sure that no one from my staff use any unethical ways to earn extra money from the patient. (it happened in many private hospitals where people were charged with extra money in the name of oxygen and injections).
- I will try to give medicines and injections to the poor families on a discounted rate, like they can get in a public hospital.
- I will make sure that all the protocols and guidelines must be followed by everyone in the staff as well as families of patients.
- I will try to bring better treatment and facilities for the patients on a affordable charge with a sense of transparency and honesty.

11. A reputed food product company based in India developed a food product for the international marked and started exporting the same after getting necessary approvals. The company announced this achievement and also indicated that soon the product will be made available for the domestic consumers with almost same quality and health benefits Accordingly, the company got its product approved by the domestic competent authority and launched the product in Indian market. The company could increase its market share over a period of time and earned substantial profit both domestically and internationally. However, the random sample test conducted by inspecting team found the product being sold domestically in variance with the approval obtained from the competent authority.

On further investigation, it was also discovered that the food company was not only selling products which were not meeting the health standard of the country but also selling the rejected export products in the domestic market. This episode adversely affected the reputation and profitability of the food company.

Questions
(a) What action do you visualise should be taken by the competent authority against the food company for violating the laid down domestic food standard and selling rejected export products in domestic market?

(b) What course of action is available with the food company to resolve the crisis and bring back its lost reputation?
(c) Examine the ethical dilemma involved in the case. (*Answer in* 250 *words*)   **20**

(a) The actions that the competent authority can take are
- A strict action against the company should be taken for violating the norms.
- The company should be booked under the Fraud Act as it has deceived the government.
- The company should be booked under Public Safety act, as it has compromised the quality of product, that can cause harm to the consumers.
- Both Monetary (fine) and other actions should be taken against the company.
- Company can be delicensed under the **Companies Act 2013**.
- Company can be booked under Food Adulteration Act.
- Company has exploited the fundamental right of having nutritious food and right to health as declared by Supreme Court of India.

(b) Cause of Action Available to Company
- Company must accept its mistake and promise not to repeat any such acts in future.
- Company should compensate to everyone who got affected due to the bad quality of food.
- Company should accept the fine and other punishment divided by the authorities.
- Just to take government agencies in confidence, company can agree for a twice in a mouth inspection, and if in case found guilty again, the licence should be cancelled for a long period of time.

(c) The ethical dilemmas in the case are as follows:
Public health Vs Private profit Corporates have interests of profits but they also have responsibility towards society. Trade and commerce without morality is one of the 'Seven Gandhian Sins.

Kantian right Vs National interests Taking strict action if found rightful such as criminal proceedings can affect investments.

It can create sensationalism and undermine reputation of nation as the source of food product based exports.

Common Good Vs Business interest

Narrow focus on business interest has threatened common good from public health and exports.

Varying Compliance with Standards Varying compliance with standards Exports and domestic market reflects lack of respect for domestic market regulation and possibility of racial prejudices within company.

The pursuit of value and not profits must guide the conduct of corporates.

Trust and consumer loyalty are enviable values that a company can only build on foundation of ethical governance.

By taking given measures, the reputation of the company can be saved and it has the chance of regaining the public trust and the market value it has lost due to the given incident.

12. Pawan is working as an officer in the State Government for the last ten years. As a part of routine transfer, he was posted to another department. He joined in a new office along with five other colleagues.The head of the office was a senior officer conversant with the functioning of the office. As a part of general inquiry, Pawan gathered that his senior officer carries the reputation of being difficult and insensitive person having is own disturbed family life. Initially, all seem to go well. However, after sometime Pawan felt that the senior officer was belittling him and at time unreasonable. Whatever suggestions given or views expressed by Pawan in the meeting were summarily rejected and the senior officer would express displeasure in the presence of others, It became a pattern of boss's style of functioning to show him in bad light highlighting his shortcomings and humiliating publically. It became apparent that though there are no serious work-related problem/shortcomings, the senior officer was always on one pretext or on other and would scold and shout at him. The continuous harassment and public criticism of Pawan resulted in loss of confidence, self-esteem and equanimity. Pawan realised that his relations with his senior officer are becoming more toxic and due to this, he felt perpetually tensed, anxious and stressed. His mind was occupied with negativity and caused him mental torture, anguish and agony.

Eventually, it badly affected his personal and family life. He was no longer joyous, happy and contented even at home. Rather without any reason he would loose his temper with his wife and other family members. The family environment was no longer pleasant and congenial.

His wife who was always supportive to him also became a victim of his negativity and hostile behaviour. Due to harassment and humiliation suffering by him in the office, comfort and happiness virtually vanished from his life. Thus, it damaged his physical and mental health.

Questions

(a) What are the options available with Pawan to cope up with the situation?

(b) What approach Pawan should adopt for bringing peace, tranquility and congenial environment in the office and home?

(c) As an outsider, what are your suggestions for both boss and subordinate to overcome this situation and for improving the work performance, mental and emotional hygiene?

(d) In the above scenario, what type of training would you suggest for officers at various levels in the government offices?

(*Answer in 250 words*)   **20**

Ans. This is a case of poor work culture, abuse of authority, lack of emotional intelligence and inability to compartmentalise person and professional life.

(a) Following options are available with pawan to cope up with the situation:

- **Resign from the current position**, This amounts to escapism and lack of courage. His personal responsibilities would also suffer.
- **Take leave from office** This will give a short respite to pawan, but he will face some problems on rejoining
- **Seek transfer to other department** This is an administrative decision with little control of pawan over it.
- **Ignore his senior at work** Coordination in and quality of work will suffer. This may make him indifferent to work as whole.
- Address the root cause of the problem

(b) Pawan should develop and exhibit emotional intelligence from bringing peace tranquility and congenial environment in the office and home. This can be done through

Office

Introspect his own action to answer two question:
- Were his actions annoying is seniors?
- What is the behaviour of his senior towards other newly transferred colleague?

Have an open conversation with his senior to:
- Explain his concerns
- Understand reason for his senior's action.

This will give opportunity for course correction to pawan and his senior. If this does not work, bring the matter to the knowledge of his senior's boss and lodge a written complaint.

Home

Discuss the matter with his wife explaining the issue he is facing in office. His wife will understand and support him.

Develop adversity quotient and learn to separate professional and personal life.

(c) As an outsider, my suggestions for both boss and subordinate to overcome this situation.

A committee must be set up to investigate the issue as it is a sallies issues so the committee should be transparent.

If committee finds the boss guilty then strict action must be taken against him to set a right example of professional sure.

Both senior and the employee should be send to the counselling centre.

(d) The type of training I would suggest for officers at various levels is:
- All officers should be trained to develop emotional intelligence.
- Officer work in different situations and various spheres, due to which they have to work in stressful environment and to overcome that Emotional intelligence is useful.
- They should be trained for long better team work and also trained for better leadership skills.
- Social interaction skills should also be tough to them.
- The motive of this exercise is to increase positivity in outlook, promote inclusveness and make work culture conductive for performance.

GENERAL STUDIES PAPER 4

SOLVED PAPER 2020

1. (a) Discuss the role of ethics and values in enhancing the following three major components of Comprehensive National Power (CNP) *viz.* human capital, soft power (culture and policies) and social harmony. (*Answer in 150 words*) **10**

Ans. Comprehensive National Power (CNP) is the extensive capability of a country to pursue its strategic objectives by taking the necessary actions internationally or utilise strategic resources for realising national objectives. It provides an intrinsic analytical tool for identifying gaps and boundaries of national power and extrinsically balances interests in the international relations loop.

The factors that determine the CNP are: economy; military strength; internal cohesion; governance; human capital; science and technology; knowledge and information; geography and natural resources; foreign policy and diplomacy; and, national will and leadership.

Role of Ethics and Values in Human Capital

- It is necessary to focus on the fundamental element of ethics and values in the development of human capital. The civil servant is the main agent in the administration who should put efforts to promote ethics and integrity within the administration. Human capital is greatly enhanced if the working of an administration is based on ethics and morality.
- Ethics and values makes an individual aware that their choices have consequences, both for themselves and others.
- Ethics and values build credibility, improves decision making, and enhances the value of human capital.

Role of Ethics in Soft Power

- A country's soft power originates from three resources i.e. its vibrant culture, its political values and its foreign policies. All these factors get strengthened when they are seen as legitimate and having moral authority.

- Culture, political values and international policies should strive for betterment of the people of the World.
- The idea of *Vasudeva Kutumbakam* in India revives national pride and projects a peaceful image of the country. It is a source of India's international ethics.

Role of Ethics in Social Harmony

- Religion is one of the source of Ethics. A common teaching of all faiths is "The message of love and peace for each other instead of hatred and violence towards others."
- To love and to be loved, to listen and to be listened to, to accept and to be accepted and to give respect and to be respected are natural feelings in the hearts of all men.

Thus, Comprehensive National Power is dependent upon the ethics and values prevalent in a society. The core elements of this power can be strengthened by strengthening the ethics and value systems.

(b) "Education is not an injunction, it is an effective and pervasive tool for all round development of an individual and social transformation." Examine the New Education Policy, 2020 (NEP, 2020) in light of the above statement. (*Answer in 150 words*) **10**

Ans. Education is a tool which provides people with knowledge, skill, technique, information and enables them to know their rights and duties toward their family, society as well as the nation. It expands one's vision and outlook to see the world around them comprehensively.

Education is not only about strict implementation of policies of the government. It play a very important role in the development of a society. The New Education Policy can be said to have such elements that can lead to all round development of an individual and social transformation.

This can be adjudged with the following points :
- **Promoting Equality Among All** The education policy focuses on promoting equality among all. Special attention will be given to the SEDG (Socially and Economically Disadvantaged) group. SEDG includes gender, geographical, cultural and social disabilities. Promoting Gender equity and women empowerment is one of the key components of the New Education Policy.
- **Bridging Social Gaps in Access** The NEP 2020 has a target of 100% Gross Enrolment Ratio (GER), in school education by 2030. The Policy reaffirms that bridging social gaps in access, participation, and learning outcomes in school education will continue to be one of the major goals of all education sector development programs.
- **Mother Tongue as a Medium of Instruction** The NEP puts focus on students' mother tongue as the medium of instruction even as it sticks to the 'three language formula' but also mandates that no language would be imposed on anyone. It is a well-established fact that education in mother tongue at the early stages leads to better learning outcomes among the children. They learn and grasp non-trivial concepts more quickly in their home language and local contexts. It will enable better understanding and exploration of ideas by students from all sections of society.
- **New Ways of Learning** The policy also focuses on overhauling the curriculum, 'easier' Board exams, and a reduction in the syllabus to retain "core essentials.'' It aims to thrust on "experiential learning and critical thinking." These skills are critical for enhancing human resources of the country.
- **Vocational Education** It seeks to promote vocational education from class 6 onwards. New skills such as 21st century skills will be focused upon. Further, the children will be able to choose the subjects of their interests more flexibly.

Education plays a significant role in achieving a good quality of life. It can be regarded as an important medium for creating a paradigm shift in one's life. Generally, education is always associated with the process of delivering skill, disseminating knowledge and internalising value. Thus, education is a major aspect of development of any modern society. If there is a deficit of educated people then society will stop its further progress.

2. (a) 'Hatred is destructive of a person's wisdom and conscience that can poison a nation's spirit.' Do you agree with this view? Justify your answer. (*Answer in 150 words*)   **10**

Ans. Hatred is a strong, negative feeling against others. It is based on the perception of the other, but also has a strong relationship with ourselves, with our personal history, and its effects on our personality, feelings, ideas, beliefs, and especially our identity.

The rising level of hatred is destructive of a person's wisdom and conscience in the following ways :
- The rising level of hatred in a society can fuel divisiveness that seriously affects peace and stability in a nation, besides debasing the sense of humanity itself.
- Various socio-political, economic and historical factors are responsible for this complex emotion.
- The cynical stoking of religious animosity to garner the majority's support and advance the ideology of exclusionary have negative implications on national security.
- If hatred is directed towards a particular group, it violates the dignity of the target group by stigmatising them, denying their capacity to live as responsible members of the society. This further erodes trust among various groups in country.
- The fuelling of hatred among the people is in total disregard for the spirit of the Constitution and the tolerance for diversity.
- Technology also plays an important role in the mushrooming of these incidents. Social media platforms like WhatsApp and Facebook are used to spread hatred among people.
- It can also inculcate a sense of victimisation among the communities. The people brazenly exhort to violence to take revenge for the supposed wrongs committed upon a particular community in the past. By invoking the question of 'honour' of the victim community, which cannot be compromised, they leave them with no option other than fanning hatred and seeking revenge.
- It leads to loss of valuable lives of the country's own citizen. Many instances of mob violence against the minorities (both religious and socio-economic categories), leading to the loss of innocent lives, have been triggered by fake news reports injecting a sense of hatred in the perpetrator.

Thus, it can be concluded that, hatred is corrosive of a person's wisdom and conscience; the mentality of enmity can poison a nation's spirit, instigate brutal life and death struggles, destroy a society's tolerance and humanity, and block a nation's progress to freedom and democracy.

(b) What are the main components of Emotional Intelligence (EI)? Can they be learned? Discuss. (*Answer in 150 words*)   **10**

Ans. Emotional Intelligence (EI) is also known as emotional quotient or EQ is the ability to understand, use, and manage your own emotions in positive ways to relieve stress, communicate effectively, empathise with others, overcome challenges and defuse conflict.

Components of Emotional Intelligence

The five components of emotional intelligence as put forward by Daniel Goleman are:

 (i) **Self-Awareness** It is the skill of being aware of and understanding one's emotions as they occur and as they evolve.

(ii) **Self-Regulation** It is about controlling one's emotions i.e. instead of reacting quickly; one can regulate their own emotions. It helps in putting an appropriate response to a certain situation.

(iii) **Internal Motivation** It includes one's personal drive to improve and achieve commitment to one's goals, initiative, or readiness to act on opportunities, and optimism and resilience.

(iv) **Empathy** : It is an awareness of the needs and feelings of others both individually and in groups. It enables a person to see things from the point of view of others.

 (v) **Social Awareness** It is applying empathy and balancing the wants and requirements of others with our own requirements. It enables a person to build good rapport with others.

Learning Emotional Intelligence

- The skills that make up emotional intelligence can be learned at any time. However, it's important to remember that there is a difference between learning about the components and aspects of emotional intelligence and applying that knowledge to real life situations.

- It can be learnt by self-evaluation, observing others and by analysing the impact of our own actions on others.

- In order to permanently change behaviour in ways that makes a person emotionally intelligent, there is need of continuous monitoring and feedback.
A person can learn to control impulsive feelings and behaviours, manage his/her emotions in healthy ways, follow through on commitments, and adapt to changing.

- EI can be acquired and learnt over time and through experience. Once learned, Emotional intelligence continues to improve over lifetime. There are many ways of learning emotional intelligence.

Emotional Intelligence is important for success in all the aspects of life, personal as well as professional. It helps us build stronger relationships, succeed at work and achieve career and personal goals.

3. (a) What teachings of Buddha are most relevant today and why? Discuss. (*Answer in 150 words*)   **10**

Ans. The main goal of Buddhist philosophy is to eliminate suffering and unhappiness. It is a very deep analysis of how the mind, emotions, and perception works.

Relevance of Buddha Teachings

- The world is facing various challenges that range from terrorism, global warming, climate change, environment degradation and intolerance at the global and societal level.

- People suffer from mental and psychological problems because of emotional difficulties.

   Consumerism is causing the breakdown in community and leading towards hyper-individuality, and alienation from the families and communities.

   This has further led to a lack of empathy towards others suffering, essentially invoking selfishness and greed in society.

- Following are the Buddhist Teachings that can help in Overcoming Difficulties of Today's World:

   – **Understanding Reality** Buddhist philosophy deals with reality, how we understand reality and how we deconstruct our fantasies and projections about reality. By understanding reality, a person is able to make better choices.

   – **Meditation** It is an activity that can be useful to anyone, as a way of training the mind and helping to develop more beneficial attitudes toward life.
   These practices provide space in people's busy lives, and in their busy minds, to develop understanding and help them to live well. Meditation calms the mind.

   – **Law of Dharma** The Buddha did not teach that a God created the Universe. He pointed to a great Law or Dharma that maintain order in the world. It is by living in accordance with this Law that true Wisdom and Compassion and hence freedom from sufferings may be achieved.

   – **Awareness** The word Buddha means 'The Awakened One', coming from the Sanskrit root budh – 'to wake'. He is a man who has woken fully, as if from a deep sleep, to discover sufferings and pains of the world.
   In all things, Buddhism places great stress on self-reliance. Buddha himself told his followers not to believe without questioning, and to test it for themselves. This promotes scientific mindset and rationality.

   – **Ahimsa** The idea of ahimsa or harmlessness is very closely connected with compassion. The compassionate desire to cause no harm to all beings including animals, plants, and the world in general forms the basis of a peaceful world.

Buddha teaches kindness, humanity, patience, wisdom and compassion. These values are very much relevant to modern life. Buddhist science and philosophy are relevant in daily life to minimise the suffering that is the result of human actions.

(b) "The will to power exists, but it can be tamed and be guided by rationality and principles of moral duty." Examine this statement in the context of international relations. (*Answer in 150 words*) **10**

Ans. Power is a measure of influence or control over outcomes, events, actors and issues. It is a victory in conflict and the attainment of security. It controls resources and capabilities.

In the 21st century, the world is undergoing a critical transformation, with nation states facing serious political and socio-economic issues. The challenges are global in nature and affect the policies of many countries.

Individual nation-states are concerned over their power and influence in the international arena. This is especially significant in light of the growing geopolitical tensions, as well as the diffusion of power among global actors.

Rationality and Morality in International Relations

- **Realism Approach** It assumes that international relations are fundamentally conflictual and guided by national self-interest rooted in power.

  Morality is not an essential consideration in governmental action. Rather, what motivates and guides diplomats are the vital interests of states.

  The primary duty is to secure such national interests in terms of security, political independence, and national wellbeing.

- **Idealism Approach** The foreign policy involves the pursuit of moral ideals, such as peace, human rights, and global justice.

  The goals and means of foreign policy should be based on morality. It assumes an optimistic approach to political life.

  The doctrine of Harmony of Interests believes peace and prosperity can be advanced when statesmen are rational and cooperate toward common goals.

  The idealist tradition is premised on the optimistic assumption that interests of nations can be easily reconciled.

- **Principled Realism** The foreign policy involves the pursuit of interests based on power as well as fundamental moral values, such as freedom, human dignity, equality, etc.

  The tradition of principled realism has helped structure much of US foreign policy, especially since the end of the Second World War.

  The government has consistently sought to base foreign policy initiatives on both material interests and moral values.

Moral values have an important role to play in public life in general and foreign policy in particular.

While moral values provide direction and inspiration, developing and implementing just policies is difficult since actions rarely can fulfill the demands of morality at the level of intentions, methods, and outcomes.

4. (a) Distinguish between laws and rules. Discuss the role of ethics in formulating them (Answer in 150 words) **10**

Ans. Law is a set of legal rules designed to help keep order, protect property, and keep people safe. Laws are created and established by the government and hold everyone to the same standard.

Rules are a set of instructions to help people live and work together. Certain rules can be established at home, school, or the workplace, and often vary depending on the person creating the rule or the conditions and circumstances.

Unlike rules, in most cases, the consequences for breaking a law are pre-determined and do not vary based on the conditions or circumstances.

Role of Ethics in Formulating Laws and Rules

- Ethics are standards of moral conduct that individuals and groups set for themselves.
- Ethics plays the following role :
  – It defines what is right or wrong.
  – It describes how things should be handled.
  – It defines character traits / life standards.
- Ethics are rules of conduct whereas laws are rules developed by governments in order to provide balance in society and protection to its citizens.

However, laws and rules are created by the government on the basis of society's ethics.

A society's ethics originate from people's awareness of what is right and wrong. Government codifies ethics in the form of laws which are meant to regulate society and relationships among the people.

Ethics comes from within a person's moral values. Laws are made with ethics as a guiding principle. Ethics does not carry any punishment to anyone who violates it. The law will punish anyone who happens to violate it.

The values of the society cannot be alienated from the law, the law comes as a reflection of these values. The relation between law and moral values is a very complex one indeed. Laws and the enforcement of laws are rooted in a society's ethical code.

(b) A positive attitude is considered to be an essential characteristic of a civil servant who is often required to function under extreme stress. What contributes to a positive attitude in a person? (150 *words*) **10**

Ans. Positive attitude refers to an optimistic outlook for life. Positive attitude brings about positive thoughts, hope for a better result and thus promotes an individual to work diligently towards achieving his/her goals.

It is a mental attitude reflecting a belief or hope that the outcome of some specific struggle or outcomes in general, will be positive, favorable, and desirable.

Factors that Shapes the Attitude of an Individual

- **Social Factors** Social factors such as education, values, religion, family influences a person's attitude. They enable a person to understand the right and wrongs in the society and creates a positive attitude to fight the social evils.
- **Spiritual Factors** Knowing oneself and by being emotionally intelligent a person can realise the factors that stops them from realising their true self. It creates an urge to free themselves from the inner evils and shape positive attitudes.
- **Technological Factors** The solutions of the problems that the nation faces can be tackled with the help of technological innovations. Innovations can take place only with a positive attitude.
- **Economic Factors** Poverty and malnutrition are the current fronts which a developing economy needs to address if it wants to grow further. It can only be done by a positive attitude of the government towards the citizen's wellbeing and welfare.

Positive Attitude and Civil Servants

- A civil servant has to cope up with the social evils along with mental blocks which may demotivate him in undertaking the development of the society. A positive attitude is the key for becoming a successful administrator.
- Many districts and regions have are poor in availability of resources. There is little skilled manpower. In such a situation it becomes necessary that a civil servant sees good and thinks positive so that he/she can run the administration in an optimistic manner.

Thus, Civil Servants need to be morally just and an effective decision makers. It is largely achieved by maintaining an optimistic attitude. As has been said by Winston Churchill, Attitude is a little thing that makes a big difference. Government must proactively work in curating a positive attitude in civil servants.

5. (a) What are the main factors responsible for gender inequality in India? Discuss the contribution of Savitribai Phule in this regard. (*Answer in* 150 *words*) **10**

Ans. In India, from time immemorial, a girl child has been considered as an unwanted entity and a burden whom the parents would not mind doing away with. Discrimination against women begins even before her birth. The gruesome evils of female foeticide and infanticide prove how brutal the world could be to women. The Indian constitution provides equal rights and privileges for men and women and makes equal provision to improve the status of women in society, majority of women are still unable to enjoy the rights and opportunities guaranteed to them.

Factors Responsible for Gender Inequality in India

- **Poverty** In India of the total 30 per cent of people who are below the poverty line, 70 per cent are women. Women's poverty in India is directly related to the absence of economic opportunities and autonomy, lack of access to economic resources including reasonable credit, land ownership and inheritance etc.
- **Illiteracy** Despite the notable efforts by the countries around the globe for improving basic education, there are approximately 960 million illiterate adults of whom two thirds are women. Educational backwardness of women has been one of the primary causes of gender discrimination.
- **Lack of Employment** Women are not able to resolve the conflict between new economic and old domestic roles. In both rural and urban India, women spend a large proportion of time on unpaid home making work.
- **Social Customs**, **Beliefs and Practices** Women are not free from archaic social customs, beliefs and practices. The traditional patrilineal joint family system confines women's roles mostly to the domestic sphere, allocating them a subordinate status.
- **Son Preference** The preference for sons and discrimination towards daughters is a complex phenomenon that still persists in many states of India.

Contribution of Savitribai Phule

Savitribai Phule recognised that education was one of the central planks through which women and the depressed classes could become empowered and hope to stand on an equal footing with the rest of the society.

Savitribai Phule took various measures to emancipate the women from misery. Some of these are:

- She founded India's first school for girls called Bhide Wada in Pune in 1948. It sought to promote school education for the girl child when it was considered an orthodox practice.

- Savitribai set up Mahila Seva Mandali to raise awareness among women against child marriage, female foeticide and the sati system.
- The widows were often exploited and suffered physical abuse and humiliation. To address this problem, she set up 'Balyata Pratibandak Gruha', a childcare centre for the protection of pregnant widows and rape victims.
- Savitribai also encouraged the adoption of children born out of such sexual abuse. She opened an ashram for widows and orphans.
- She organised a boycott by barbers against the tradition of head shaving of widows.
- Savitribai appealed to women to come out of the caste barriers and encouraged them to sit together at her meetings.

Article 15 of the Indian Constitution states that the state shall not discriminate any citizen on the grounds of only sex. The irony is that there still is widespread discrimination which is a form of injustice to women.

(b) "The current internet expansion has instilled a different set of cultural values which are often in conflict with traditional values.' Discuss. (*Answer in 150 words*)   **10**

Ans. The last decade witnessed the growth of the Internet from communication technology to essential livelihood-enabling service, with deep integration on every aspect of life from welfare delivery to job generation.

As per the recent reports by Nielsen and Internet and Mobile Association of India (IAMAI) last year has noted that India had 451 million monthly active users as on 31st March, 2019.

Impact of Internet Expansion
- The people depend upon the Internet for banking, communication, basic necessities etc. Important aspects of the economic, social, and cultural lives now depend upon the Internet. It transformed our lives and the way we access services and work.
- The new social structure has resulted from the interaction between the emerging technological paradigm based on the digital revolution and some major socio-cultural changes. These changes are :
  - **The Process of Individuation** It is the decline of relevance of community, understood in terms of space, work, family, and ascription in general. There is a shift toward the reconstruction of social relationships, including strong cultural and personal ties on the basis of individual interests, values, and projects.
  - **Consumerism** The technological development and growing of a social and economic order of consumerist culture is dominating the society. It encourages the acquisition of goods and services in ever-increasing amounts.
  - **Materialism** The importance people attach to material goods, as well as the belief in the desirable symbolic importance goods have (e.g., to status, human happiness etc.) have increased. The expansion of the internet and the growth of social media has often been associated with materialistic values.

Thus, the growth of the internet has given rise to cultures like individualism, consumerism and materialism. These new cultures are in opposition to collectivism, the cosmopolitan culture of Indian traditional values.

6. (a) What do each of the following quotations mean to you?
"Condemn none : if you can stretch out a helping hand, do so. If not, fold your hands, bless your brothers, and let them go their own way." *Swami Vivekananda* (*Answer in 150 words*)   **10**

Ans. The quote of Swami Vivekananda is focusing on the cooperation between the different sections of society. Dragging down and condemning is not the way to work. Criticism and condemnation goes in vain and only wastefully spend our energies. The approach and ideologies may vary from person to person but it should not be a reason for unnecessary criticism. If we can't help the person we should allow him to travel his/ her own path.

Issues Prevailing in Society

We live in a diverse society and there are many people around us looking to achieve something which may not be in accordance to the established order of society. But it doesn't mean that their efforts are futile and they should be condemned and criticised for whatever they are doing. It can be understood by the following.
- **Women Empowerment** It is always considered as a negative trait in conservative society but the world is progressing and the participation of women in every sphere is almost equal. It is important for us to provide ample opportunity to women living around us.
- **LGBTQ Rights** People from the LGBTQ community find safe spaces to express their gender in most developed countries but their status in developing countries is miserable particularly in conservative societies. There is a need to accept the fact that nature has made the community. We as a human are only trying to deny the creation of nature by showing disrespect and creating social taboo around the whole community.

- **Differently Abled People** People with disabilities face many obstacles in their struggle for equality. Although men and women with disabilities are subject to discrimination because of their disabilities, women with disabilities are at a further disadvantage because of the combined discrimination based on gender and discrimination based on disability.

There is a need to show respect towards all genders, people of colour, disabled people, and people with different cultural backgrounds. The respect and mannered behaviour towards others will help in developing truly inclusive and respectful society.

(b) "The best way to find yourself is to lose yourself in the service of others." –Mahatma Gandhi (*Answer in 150 words*)   **10**

Ans. Everybody lives for himself/herself, but what really makes one's life complete in true sense is when he/she starts living for others. The moment people dedicate themselves in the service of others, it is that time when they discover their true self. Service is a kind of help to others/mankind. It requires patience, compassion, love, care, enthusiasm etc. which are considered core human qualities. It helps a person to become a better person by losing his/her wickedness and gaining satisfaction and happiness.

Service for Others
- Service to others is a great virtue for humankind and especially for Civil Service officers for carrying out activities aimed at overall development of society. The patience, compassion, empathy and care towards downtrodden are the essential qualities of Civil Servants.
- Many great leaders have embraced and later taught to the world that the true happiness lies in service of mankind. The people like Nelson Mandela and Raja Ram Mohan Roy and many others have always kept the service towards humanity as their prime agenda.

  It was the result of their actions for the welfare of mankind which made them discover their hidden qualities of empathy and the ability to comprehend the psychology of the marginalised.

  This not only makes them strong but also instill a new vigour among others to follow the right footsteps and serve the society.
- Materialistic satisfaction may satisfy our desires for a small time but that happiness is temporary as human wants are unbound. But, to feel the bliss of true, perennial and long lasting happiness is the desire of every human and it could be attained only by bringing smiles on the face of others.

- Serving others and letting their pain go by our efforts gives a meaning to our life. So, losing yourself in service of Mankind is the greatest investment of any human being who is in search of the purpose of their existence. E.g. Bill Gates, William Buffet who after achieving all their materialistic gains have decided to enter the field of social work and charity with the mission of 'developmental inclusion'.

Service to others has been the trait of Indian society since long and various socio-religious movements like Bhakti Movement and Sufism have endorsed service to others as the only way to salvation.

Service to others does never mean in any way, succumbing to demands of others. Service to others means activities aimed at the greater good of society. It directs us towards serving people in need, enabling them for their development and making their life less painful in some way or other.

(c) "A system of morality which is based on relative emotional values is a mere illusion, a thoroughly vulgar conception which has nothing sound in it and nothing true." – Socrates (Answer in 150 *words*)   **10**

Ans. Morality can be a body of standards or principles derived from a code of conduct from a particular philosophy, religion or culture. Morality may also be specifically synonymous with 'goodness' or 'rightness'.

A moral system is a system of coherent, systematic, and reasonable principles, rules, ideals, and values which work to form one's overall perspective. Not just any rules, of course, but moral values.

Morality Based on Emotional Values

Socrates is claiming by this statement that when emotionalism is the foundation of moral choices (if it makes you emotionally happy or excited, it is right and good), then the moral choice is vulgar. The association of emotionalism with moral choice is faulty logical reasoning because emotionality equates with vulgarity; vulgar is the antithesis of moral; therefore emotional is the antithesis of moral.

So-called moral choices based on emotional values are not moral choices because it is based on faulty logical reasoning, and is not rationally sound. If a choice is not logically sound, then there is nothing true in it.

System of Morality in Administration

Any organisations biggest resource is its human resources. Thus the quality of its service essentially depends on the conduct of its employees.

Public services are the medium through which the masses are able to avail necessary services. Only when public servants are moral can this medium be effective in realising its goal of welfare. Morality in administration helps in the following ways :

- Morality includes the traits of honesty, integrity and compassion, all of which are important in public services.
- Morality can help people in exercising caution during discretionary decisions so that their actions are beneficial for the society at large.
- Public services are meant for the betterment of citizens' lives and work for their development.
- Morality in public services builds peoples' faith in administration which is vital for addressing their grievances.

In the modern world, every society is dealing with challenges like globalisation, climate change, social and political disturbances, technological changes, threats of terrorism, and a rapidly changing labour market. These challenges can only be met by the honest and hardworking people of the nation. It thus intensifies the importance of morality.

7. Rajesh Kumar is a senior public servant, with a reputation of honesty and forthrightness, currently posted in the Finance Ministry as Head of the Budget Division. His department is presently busy in organising the budgetary support to the states, four of which are due to go to the polls within the financial year finances would cause financial loss in the SEZ and national embarrassment due to delayed payment in an international project.

Rajesh Kumar discussed the matter with his seniors. He was conveyed that his politically sensitive situation needs to be processed immediately. Rajesh Kumar realised that diversion of funds from NHS could raise difficult questions for the government in the Parliament. Discuss the following with reference to this case :

Ethical issues involved in re-appropriation of funds from a welfare project to the developmental projects. Given the need for proper utilisation of public funds, discuss the options available to Rajesh Kumar.

Is resigning a worthy option? (*Answer in 250 words*) **20**

Ans. The ethical issues involved in re-appropriation of funds from a welfare project to the developmental projects is social justice vs economic development. The issue of empathy towards the poor downtrodden population is also in conflict with professional work.

Conflict Between Values

The setting up of a Special Economic Zone and natural gas processing plant will lead to economic development and it would help in the region's economic growth and eventually lead to the overall prosperity of society.

The delay in the execution of the National Housing Scheme and may hamper the welfare of the most vulnerable sections of the society.

The responsibility of the senior bureaucrat is to exhibit empathy and compassion towards the downtrodden peoples. As a head of the Budget Division in the Finance Ministry, the primary responsibility is to objectively analyse the demand without getting influenced by the political situation.

Course of Action and Implications

- **Diversion of Fund** It will boost exports and help increase clean energy accessibility. The economic development will eventually lead to a trickle-down of benefits to society. It will lead to delay in the execution of the housing scheme for the most disadvantaged sections of the society.

  It will have a political implication. The opposition will make an issue out of it and the government will be under pressure. Senior leader's reputation and commitment will be under question.

- **Reject the Proposal** It will ensure social justice and benefit the underprivileged population with affordable housing.

  The rejection of the fund may bring national embarrassment due to delayed payment in an international project.

Option of Resignation

The consideration of resigning may reflect the escapist mindset and may set a bad example for other fellow civil servants. The public servants are expected to provide solutions to the existing problems. It is also both the duty and moral responsibility of bureaucrats to act in the interest of poor and downtrodden people.

The diversion of funds may create a slippery slope for the government as funds are being diverted from a welfare scheme under the guise of economic development. The commitment towards social justice is a paramount job of government.

The alternate solutions can be recommended like the partial allocation of resources and other medium of resource mobilisation, e.g. by issuing bonds. The housing scheme can also be undertaken by using the funds under corporate social responsibility.

8. The Chairman of Bharat Missiles Ltd (BML) was watching a program on TV wherein the Prime Minister was addressing the nation on the necessity of developing a self-reliant India. He subconsciously nodded in agreement and smiled to himself as he mentally reviewed BML's journey in the past two decades. BML had admirably progressed from producing first generation Anti-Tank Guided Missiles (ATGMS) to designing and producing state of the art ATGM weapon systems that would be the envy of any army. He sighed in reconciliation with his assumptions that the government would probably not alter the status quo of a ban on export of military weaponry.

To his surprise, the very next day he got a telephone call from the Director General, Ministry of Defence, asking him to discuss the modalities of increasing BML production of ATGMS as there is a possibility of exporting the same to a friendly foreign country. The Director General wanted the Chairman to discuss the details with his staff at Delhi next week.

Two days later, at a press conference, the Defence Minister stated that he aims to double the current weapons export levels within five years. This would give an impetus to financing the development and manufacture of indigenous weapons in the country. He also stated that all indigenous arms manufacturing nations have a very good record of international arms trade. As Chairman of BML, what are your views on the following points?

- As an arms exporter of a responsible nation like India, what are the ethical issues involved in arms trade?
- List five ethical factors that would influence the decision to sell arms to foreign governments. (*Answer in 250 words*) **20**

Ans. The issue involved here is the possibility of exporting the military weaponry to a friendly country. It is against India's ancient philosophy of Ahimsa and international commitment of disarmament.

Ethical Issues Involved
- **Philosophy of Ahimsa** Religions originating in India such as Buddhism, Jainism, Sikhism etc. have laid down the ethical principle of not causing harm to other living things. In almost all religions ahimsa is the standard by which all actions are judged.

- **Commitment Towards World Peace** India reiterated its commitment towards world peace and pledged to work to maintain an atmosphere of harmony and brotherhood so that the trail of death and destruction caused by wars does not occur.
- **Soft Power** India threatens 'no one' and "is the friend to many." This was not only a diplomatic nicety, but a carefully chosen answer based on India's international image. India has a unique soft power advantage in the future multipolar world.

Ethical Factors that Influence the Decision of Arms Export
- **Deterrence** India's defence capabilities are based on creating deterrence against the threat originating from neighbouring countries.

  The policy has been used since long for justification of India's nuclear programme.
- **Disarmament** India is adhered to a long-standing commitment to universal nuclear disarmament.

  Currently, India continues to pursue the capabilities which it feels are consistent with minimum deterrence.
- **No First Use** India will not be the first to use nuclear weapons, but if it is attacked with such weapons, it would engage in nuclear retaliation which will be massive and designed to inflict unacceptable damage on its adversary.

  The label on a nuclear weapon used for attacking India, strategic or tactical, is irrelevant from the Indian perspective.
- **No Attack on Friendly Nations** The defence export policy should include this policy and the importing nation should adhere to this condition.
- **World's Armament Race** The importing nation should not engage in the arms race. The utilisation of arms should be restrained.

Arms control treaty aims to limit the number of weapons and to regulate their use by virtue of bilateral or multilateral agreements or arrangements. Disarmament, on the other hand, aims at the elimination of entire weapon system categories.

The spread of Weapons of Mass Destruction (WMDs) poses a serious threat to international security.

India is not a signatory to Non-Proliferation of Nuclear Weapons (NPT) and The Comprehensive Test Ban Treaty (CTBT) but India maintains the policy of no first use of nuclear weapons.

9. Rampura, a remote district inhabited by a tribal population, is marked by extreme backwardness and abject poverty. Agriculture is the mainstay of the local population, though it is primarily subsistence due to the very small land holdings. There is insignificant industrial or mining activity. Even the targeted welfare programs have inadequately benefited the tribal population. In this restrictive scenario, the youth has begun to migrate to other states to supplement the family income. Plight of minor girls is that their parents are persuaded by labour contractors to send them to work in the Bt Cotton farms of a nearby state. The soft fingers of the minor girls are well suited for plucking the cotton. The inadequate living and working conditions in these farms have caused serious health issues for the minor girls. NGOS in the districts of domicile and the cotton farms appear to be compromised and have not effectively espoused the twin issues of child labour and development of the area. You are appointed as the District Collector of Rampura. Identify the ethical issues involved. Which specific steps will you initiate to ameliorate the conditions of minor girls of your district and to improve the overall economic scenario in the district? (Answer in 250 *words*) **20**

Ans. The case of Rampura involves complex issues. The region is marked by extreme backwardness and abject poverty. Agriculture is the primary source of livelihood and there is no industrial development.

The local Issues affecting the lives of the residents are:

– Poverty
– Limited land for agriculture
– Under development of region
– Migration
– Child labour of minor girls
– Compromised role of NGO's

Steps Required to Ameliorate the Conditions of Minor Girls

As a District Collector of the district. I will try to understand the problem and then convey it to the Central Authorities. The following steps will be taken to improve the overall situation in the region:

- **Community Meeting** To listen to the problems of tribal population, meetings should be organised with the help of local leaders. The NGO's should be asked to track the problem of migration and child labour in the region and report the same to the district authorities.

- **Awareness of Government Schemes** The people should be informed about the various initiatives of the Central and State Government for tribal population. E.g. MGNREGA. This will help them getting employment and earn their livelihood.

- **Local Employment** Efforts should be made to promote cottage based industries in the region with the help of government initiatives like Standup India and others. It will prevent the child labour because if the elders have money to run their home they will not send their children to the cotton farms.

- **Capacity Building** The local population should be trained under Skill Development Mission so that they can take up other skillful jobs and are not reliant on the exploitative contractors.

- **Promoting School Education** The minors who are forced to go to fields for work should be sent to schools under the guidance of NGOs with monitoring through the district administration.

- **Proper Implementation of PDS** The proper implementation of the Public Distribution System (PDS) will also play a major role in improving the condition of people.

- **Promotion of Modern Agriculture** Modern agriculture techniques should be introduced like HYV seeds, precision agriculture and modern equipment. It will allow agriculture to grow and the local people will earn enough to feed their childrens.

Possible Hindrances

- **Attitude of Locals** The people might not be ready to send their children to schools but with proper persuasion with the help of local leaders and NGOs they can be convinced.

- **Vested Interest of Farm Owners** The farm owners are totally dependent on child labour for their work. They may create problems and may threaten the locals to send their children to the farms.

  With the law enforcement agencies the farm owners can be dealt effectively and they can be asked to apply other modern technologies available for the work.

The cycle of poverty must be addressed properly to arrest the problem of child labour so that families can find other means to survive.

Many NGOs like Bachpan Bachao Andolan, ChildFund, CARE India, Kailash Satyarthi Children Foundation etc. have been working to eradicate child labour in India.

Right kind of focus and action from the state level authorities is also needed to eliminate the practice of child labour.

10. You are a Municipal Commissioner of a large city, having the reputation of a very honest and upright officer. A huge multipurpose mall is under construction in your city in which a large number of daily wage earners are employed. One night, during monsoons, a big chunk of the roof collapsed causing instant death of four labourers including two minors. Many more were seriously injured requiring immediate medical attention. The mishap resulted in a big hue and cry, forcing the government to institute an enquiry.

Your preliminary enquiry has revealed a series of anomalies. The material used for the construction was of poor quality. Despite the approved Building Plans permitting only one basement, an additional basement has been constructed. This was overlooked during the periodic inspections by the building inspector of The municipal corporation. In your enquiry, you noticed that the construction of the mall was given the green signal despite encroaching on areas earmarked for a green belt and a slip road in the Zonal Master Plan of the city. The permission to construct the mall was accorded by the previous Municipal Commissioner who is not only your senior and well known to you professionally, but also a good friend.

Prima facie, the case appears to be of a widespread nexus between officials of the Municipal Corporation and the builders. Your colleagues are putting pressure on you to go slow in the enquiry. The builder, who is rich and influential, happens to be a close relative of a powerful minister in the State Cabinet. The builder is persuading you to hush up the matter, promising you a fortune to do so. He also hinted that this matter is not resolved at the earliest in his favour there is somebody in his office who is waiting to file a case against you under the POSH Act.

Discuss the ethical issues involved in the case. What are the options available to you in this situation? Explain your selected course of action. (*Answer in* 250 *words*)   **20**

Ans. The case involves the right to life and dignity of workers and possible nexus between the government officials and builders. The people have lost their life due to this tragic incident and the due course of action seems to be compromised by government authorities.

Ethical Issues Involved
* Neglect of human dignity, no regard to the lives of poor people.
* Personal v/s professional relations: It would be difficult to investigate a close friend.
* Political pressure v/s carrying out one's duty to take action against the builder.

Stakeholder Involved
* Victims and their family
* Previous municipal commissioner
* Builder
* Minister

Facts of the Case
* Loss of human lives due to roof collapse.
* Quality of construction material not ensured and checked by officials involved.
* The permitting officer (previous Municipal Commissioner) is my close friend.
* Pressure from builder.
* Threat of POSH Act

Possible Actions Available
* **Disciplinary Action** Initiating disciplinary action as well as criminal proceedings against the builder and previous Municipal Commissioner. This will ensure justice as well as an opportunity for fair procedure in a court of law. However, it would be challenging and detrimental for personal growth in the bureaucracy in the long run.
* **Ignore the Matter** This would maintain good relations with the department members as well as the previous Commissioner, while simultaneously adhering to the wishes of political party leaders. However, this would create dissonance and affect mental peace as the conscience would not allow injustice to the victims.
* **Dissociating Self from the Investigation** As friendship with the previous Commissioner might influence the proceedings and create a conflict of interest. This would help avoid conflict of interest; ensure integrity, transparency and good governance. This would also help in breaking the nexus between the builder and the department members creating a deterrence effect.

Course of Action
* **Immediate Relief to Victims' Families** Providing immediate medical support and compensation to the victims should be the utmost priority.
* **Police Complaint Against Builder** The threat of action against Prevention of Sexual Harassment at Workplace Act (POSH) should be reported to police and higher authorities. If nothing wrong has been done, then I should come clean on the allegation of harassment at the workplace. It will help to establish my personal integrity and character.

- **Collecting the Evidence of corruption** It will involve thorough investigation of the case and cross checking and verification of facts.
- **Report to Higher Authority** The facts of the case should be reported to the appropriate higher authority so that the action should be taken against culprits.
- **Enquiry Against Encroachment** The land encroachment in the green belt should be enquired upon and action should be taken against those found guilty.
- **Reform the Administration** As the head of the organisation, one must be answerable and accountable to ensure transparency in future construction contracts. Social audits must be encouraged for effective governance.

Probity and integrity should not be compromised while enquiring about such cases. The Municipal Commissioner must show courage of conviction, leadership and fortitude.

The respect for human life should be given priority over friendship and career gains. Justice should be delivered to the families of victims and as a commissioner it should be ensured that the culprits are punished.

11. Parmal is a small but underdeveloped district. It has rocky terrain that is not suitable for agriculture, though some subsistence agriculture is being done on small plots of land. The area receives adequate rainfall and has an irrigation canal flowing through it. Amria, its administrative centre, is a medium sized town. It houses a large district hospital, an Industrial Training Institute and some privately owned skill training centres. It has all the facilities of a district headquarters. A trunk railway line passes approximately 50 kilometres from Amria. Its poor connectivity is a major reason for the absence of any major industry therein. The state government offers a 10 years tax holiday as an incentive to new industry.

In 2010 Anil, an industrialist, decided to take benefits to set up Amria Plastic Works (APW) in Noora village, about 20 km from Amria. While the factory was being built, Anil hired the required key labour and got them trained at the skill training centres at Amria. This act of his made the key personnel very loyal to APW. APW started production in 2011 with the labour drawn fully from Noora village.

The villagers were very happy to get employment near their homes and were motivated by the key personnel to meet the production targets with high quality. APW started making large profits, a sizeable portion of which was used to improve the quality of life in Noora.

By 2016, Noora could boast of a greener village and a renovated village temple. Anil liaised with the local MLA to increase the frequency of the bus services to Amria. The government also opened a primary health care centre and primary school at Noora in buildings constructed by APW. APW used its CSR funds to set up women's self-help groups, subsidise primary education to the village children and procure an ambulance for use by its employees and the needy.

In 2019, there was a minor fire in APW. It was quickly extinguished as fire safety protocols were in place in the factory. Investigations revealed that the factory had been using electricity in excess of its authorised capacity. This was soon rectified. The next year, due to a nationwide lockdown, the requirement of production fell for four months. Anil decided that all employees would be paid regularly. He employed them to plant trees and improve the village habitat. APW had developed a reputation of high-quality production and a motivated workforce.

Critically analyse the story of APW and state the ethical issues involved. Do you consider APW as a role model for development of backward areas? Give reasons. (*Answer in 250 words*)   **20**

Ans. Amria Plastic Works (APW) has played an important role in development of the Noora village and overall development of people living in the region. The efforts of APW management provided access to school, hospitals and mode of transportation to the people living there.

Ethical Issues Involved

- **Providing Leadership** The region has rocky terrain that is not suitable for agriculture. The leadership quality of Anil and his vision helped the region to grow.
- **Promoting Gender Equality** The promotion of women's self-help groups by APW will allow the women to compete with male population on equal footing.
- **Social Responsibility** The APW has utilised the CSR funds to subsidise primary education to the village children and procure an ambulance for use by its employees and the needy. This will allow the development of better human capital in the region.

- **Law Abiding** The management of APW has made proper arrangements for safety of the worker and following fire safety protocols of the government.

  There is a violation of the electricity consumption limit but management made sure that it got rectified as soon as it surfaced.
- **Basic Right of People** The villagers of Noora village were very happy to get employment near their homes and were motivated by the key personnel to meet the production targets with high quality. APW started making large profits, a sizable portion of which was used to improve the quality of life in Noora.
- **Diligence** The management of APW decided that all employees would be paid regularly. He employed them to plant trees and improve the village habitat.

  APW had developed a reputation of high-quality production and a motivated workforce.

APW as a Role Model for Development

The government offers various incentives for the development of the backward region but it often gets utilised. The APW model can be a role model for other backward regions of the country because of the following reasons :

- **Individual Initiative** The APW model of development was only possible because of individual initiative. It provided the opportunity to the local population and led to the overall development of the region.
- **Tax Incentives by Government** The state government offers a 10 years tax holiday as an incentive to new industry. This was utilised efficiently to develop a new industry.
- **Available Human Resource** The population of the region can be trained and utilised as a labour force in the industry. It will allow them to improve their living standards. The trained workforce was readily available to work in a new industry.
- **Training Facility in Region** An Industrial Training Institute and some privately owned skill training centres are available nearby. This has helped generate required skills for a gainful employment.

The development of any region is only possible when the people of that region are eager to come out of backwardness. The government can only provide the necessary condition for development, the process of development will be led by the local population. The development does not only mean attaining economic growth, the growth should be sustainable and inclusive in nature. The APW model provides a sustainable and inclusive developmental model which can propel the overall development of the region.

12. Migrant workers have always remained at the socio-economic margins of our society, silently serving as the instrumental labour force of urban economics. The pandemic has brought them into national focus. On announcement of a countrywide lockdown, a very large number of migrant workers decided to move back from their places of employment to their native villages.

The non-availability of transport created its own problems. Added to this was the fear of starvation and inconvenience to their families. This caused the migrant workers to demand wages and transport facilities for returning to their villages. Their mental agony was accentuated by multiple factors such as a sudden loss of livelihood, possibility of lack of food and inability to assist in harvesting their rabi crop due to not being able to reach home in time. Reports of inadequate response of some districts in providing the essential boarding and lodging arrangements along the way multiplied their fears. You have learnt many lessons from this situation when you were tasked to oversee the functioning of the District Disaster Relief Force in your district. In your opinion what ethical issues arose in the current migrant crisis? What do you understand by an ethical care giving state? What assistance can the civil society render to mitigate the sufferings of migrants in similar situations? (250 *words*)　　**20**

Ans. According to the World Bank, the nationwide lockdown in India has impacted nearly 40 million internal migrants. The lockdown in India has impacted the livelihoods of a large proportion of the country's nearly 40 million internal migrants. Around 50,000–60,000 moved from urban centers to rural areas of origin in the span of a few days.

The national lockdown has led many families belonging to low-income groups and daily wage earners found themselves stranded without money, food or advance payment from their employers.

Stakeholders Involved

- Migrant workers
- State Administration
- Civil Society

Ethical Issues Involved in Migrant Crisis

- **Violation of Human Rights** Miseries of people have come to notice during the lockdown forcing governments to intervene in order to sensitise the Central and the State authorities to deal with the situation with an approach of respect to human rights of the public at large, particularly the vulnerable sections of the society. Inhumane cases pertaining to starvation and death of migrant workers on roads has aggravated the crisis to this level.

- **Lack of Obligation** The rights of the migrant workers were violated during lockdown. Various organisations have expelled them due to shut down of industries as the Centre and states announced lockdown without any prior preparation for this section of society.
- **No Access to Food** Without work, food or shelter most of the migrant workers/labour, weaker and depressed sections of our society with their families have headed toward their native place on foot, hence they were dying of starvation.
- **Empathy Gap** There was no time given for the most vulnerable groups in the country to prepare for the lockdown's consequences, revealing a huge empathy gap between those who made policy and those who suffered because of its implementation.

Ethical Care Giving State

The caregiving state refers to the welfare state. It is a concept of government where the state plays a key role in the protection and promotion of the economic and social well-being of its citizens.

It is based on the principles of equality of opportunity, equitable distribution of wealth, and public responsibility for those unable to avail themselves of the minimal provisions for a good life.

The state provides for physical, material, and social needs rather than the people providing for their own. The purpose of the welfare state is to create economic equality or to assure equitable standards of living for all.

The welfare state provides education, housing, sustenance, healthcare, pensions, unemployment insurance, sick leave or time off due to injury, supplemental income in some cases, and equal wages through price and wage controls.

It also provides for public transportation, childcare, social amenities such as public parks and libraries, as well as many other goods and services. Some of these items are paid for via government insurance programs while others are paid for by taxes.

Role of Civil Society Organisation

The Civil Society Organisation (CSO) has access to the remote location where government machinery is unable to reach. Their engagement with government machinery can provide relief to the people who are stranded in a lockdown. They can help in the following ways :

- **Immediate Relief** CSOs in India can direct their efforts towards addressing these immediate concerns that dominated the landscape during the weeks following the lockdown.

Working directly with the affected population, the civil society response can range from immediate relief to creating awareness for people and connecting them to various government schemes and facilities arranged by CSOs.

- **Spreading Awareness** To arrest the spread of infection and to control the spiralling number of cases among the sections of population which could not afford "work from home" or "physical distancing", the task before the CSOs is to increase access of the community to the best practices to be adopted.

  While many NGOs can transmit the information through their networks, through phone calls and social media like WhatsApp, others can create more elaborate systems of information dissemination like hotline and helpline numbers.
- **Support for Livelihood** The immediate and almost unannounced imposition of the lockdown impacted the livelihood of many, who suddenly found themselves without any source of income or savings to prepare for the long days of uncertainty that lay ahead of them.

  CSOs can mobilise resources for monetary support to the people, who either lost their jobs or were evicted from their places of stay.
- **Counselling** A worrying, and perhaps neglected, concern of the lockdown period is the status of mental health of the population. The indefinite nature of the nation-wide lockdown served to add to the woes of the people living on subsistence wages, whose return to the city and their workplace was mired in uncertainty. The CSO can play an important role in giving counselling to the migrant population.
- **Engagement with Government Machinery**: The CSOs can play an active role of supporting the following institutions and their engagement can be grouped as follows:
  - Engaging with government machinery (State and Central Level).
  - Engaging with local governance institutions (Panchayati Raj institutions and Urban Local Bodies).
  - Engaging with City/District Administration.
  - Engaging with Philanthropists and resource providers.

There is a need to have an ethical and moral vision while dealing with any future migrant crisis. There is need to have a vision of Gandhi's talisman that asks us to weigh every action in terms of how it would benefit the weakest, the most vulnerable. The approach will allow us to understand the problem of people and provide them with relief.

UNIT - 1

ETHICS AND HUMAN INTERFACE

ETHICS : UNDERSTANDING AND RELATED CONCEPTS

Human beings live in a moral community where the actions and behaviour of the members is governed by the socially acceptable norms and values. It is important to remember that the terms like—ethics, morality and values, though sound similar, are distinct. Ethics are essentially rooted in the cultural context of a society and set the guidelines for the desirable and undesirable behaviour. Values, on the other hand, are the parameters to check the desirability of a behaviour or belief, from a social perspective. The inter-connection between these concepts form the basis of human behaviour.

According to **Oxford Dictionary**, the definition of ethics is, "A set of moral principles, especially ones relating to or affirming a specified group, field or form of conduct."

According to **Merriam-Webster Dictionary**, "Ethics refers to the discipline that deals with what is good and bad and with moral duty and obligations." So broadly speaking ethics reflect right, wrong, just and unjust aspect of human behaviour.

UNDERSTANDING ETHICS

It is important to understand the basic concepts of beliefs, values, ethics and morality and the relation between them. These terms are different, but are inter-related to each other. For example. all ethics are values but all values, are not ethics. One must also take into account that all these concepts are highly abstract in nature and they must be defined according to the context and relation in which they are discussed. While discussing ethics, one must consider person as well as the society in which concerned ethics exists. So we will try to understand human behaviour, belief and value which has impact on ethics.

Human Behaviour

Every human is defined by certain characteristics like his appearances, education and most importantly his behaviour. Human behaviour refers to the responses to stimuli exhibited by humans and which are influenced by culture, attitudes, emotions, values, ethics, authority, rapport, hypnosis, persuasion, coercion and genetics. Beliefs and values happen to be the buildings blocks of human behaviour. It includes different factors such as genetics, social norms, core faith and attitude. Traits are dependent on genetics, environmental conditions, they also affect individual behaviour. So, different set of traits in individual produce different actions or behaviour from each person.

Different behaviours are deemed to be either acceptable or unacceptable in different societies and cultures. Core faith can be perceived through the religion and philosophy of that individual. It shapes the way a person thinks and this in turn results in different human behaviours. Behaviour in this general sense should not be mistaken with social behaviour, which is a more advanced action, as social behaviour is behaviour specifically directed at other people. The acceptability of behaviour depends heavily upon social norms and is regulated by various means of social control. Due to the inherently conformist nature of human society in general, humans are pressurised into following certain rules and display certain behaviours in society, which conditions the way people behave.

An attitude is an expression of favour or disfavour (or positive or negative evaluation) toward a person, place, thing or event. One's attitude is essentially a reflection of the behaviour he or she will portray in specific situations. Thus, human behaviour is greatly influenced by the attitudes we use on a daily basis. For example, a negative attitude towards people of lower caste may lead to the behaviour of discrimination.

Beliefs

A belief is the most common term used to explain the behavioural component of a person. It is an internal feeling that something is true, even though that belief may be unproven and irrational.

e.g. I believe that No.3 is unlucky for me. I believe that there is life after death.

Beliefs can be economical, political and social etc. A belief is the simplest form of mental representation and therefore one of the building blocks of conscious thought. Beliefs are sometimes divided into core beliefs (that are actively thought about) and dispositional beliefs (that may be ascribed to someone who has not thought about the issue). e.g. if asked "do you believe tigers wear pink pajamas?" a person might answer that they do not, despite the fact they may never have thought about this situation before.

An individual usually tend to internalise the beliefs of the people around him during childhood. Political beliefs depend more strongly on the beliefs most common in the community where we live. Most individuals believe the religion they were taught in childhood. People may also adopt the beliefs of a charismatic leader, even if those beliefs are against all previous beliefs. Any psychological disorder, physical trauma like head injury and persuasion techniques like advertising can also affect the belief system of a person.

> *"It's the repetition of affirmations that leads to belief. And once that belief becomes a deep conviction, things begin to happen."*
> — *Mohammed Ali*

Values

Values can be defined as those things that are important or valued by an individual or organisation. Values describe what is important in a person's life. Basically, these are the standards on the basis of which we evaluate something or make judgement about how desirable or undesirable that thing is to us.

That thing can be a person, a place, an object or any event. We are more likely to make choices that support our value systems than choices that will not. Let us say that financial security is a strong value for an individual. When faced with a choice of jobs, chances are that the individual will carefully examine each organisation for potential financial and job security.

He may well take a lower salary offer with a well established company over a higher-paying offer from a new, high risk venture. Another job seeker with different values, possibly adventure and excitement, might choose the newer company simply for the potential risk and uncertain future.

If a bureaucrat judges that staying behind the curtains or away from public gaze is better than being famous, then we can say that he values anonymity. Values, therefore, influence our behaviour and the behaviour of all those with whom we interact. What we value guides not only our personal choices, but also our perceptions of the worth of others. We are more likely, to evaluate someone highly who holds the same hard work value as we do than someone who finds work distasteful. We may also call the person lazy and worthless, a negative value label.

Every person has certain principle or cardinal values on which his other values are based. A person having justice as a cardinal value may also have value for fairness, democratic institutions, judicial and parliamentary processes etc. Examples of values are material success, individualism, efficiency, freedom, courage, hardwork, competition, patriotism, punctuality, honesty, truthfulness, fairness and humaneness, they are all value standards.

Relation between Values and Beliefs

Values are fundamental beliefs i.e. they are the most important and core beliefs of any person. One can also say that all values are beliefs, but all beliefs are not values. There are certain beliefs which are amenable (open and responsive) to change. For example, a person with almost no exposure to American society believes that all Americans are bad. Then one day he watches an American helping an old man crossing the street. This changed his believe system. This happened because his belief system was based on inadequate and poor information. When he got new data, his belief was changed. But values are hard core beliefs; they do not change easily and requires a great deal of effort. Their making also requires lots of time and hence it is suggested that value education should start early in the childhood.

For example, child sees Republic Day Parade every year. He sees, war heroes getting honoured and are respected everywhere. Slowly, he learns that being patriotic is good and is valued in the society. Hence, he starts valuing patriotism. Now this belief will not change even if, the person saw patriotism getting punished in society. In fact he will fight for saving this value.

Ethics and Morals

Ethics and Morals both relate to 'right' and 'wrong' human behaviour. These are the standards on the basis of which one can decide what is right and what is wrong. While they are sometimes used interchangeably, they are different.

Ethics refers to the rules of conduct recognised in respect to a particular class of human actions or a particular group or culture. These rules provided by an external source. For example, codes of conduct in workplaces or principles in religions. They are governed by professional and legal guidelines within a particular time and place. For example, Jainism prescribes non-violence as ethical conduct. So, they emphasis vegetarianism.

Morals refer to principles or habits with respect to right or wrong conduct. While morals also prescribe do's and don'ts, morality is ultimately a personal compass of right and wrong. They are derived from individual's own principles. Morality transcends cultural norms. For example, A person may emphasis honesty while other may follow the moral of kindness.

To understand the difference between ethics and morality let's take an example. A doctor can't euthanise a patient, even at the patient's request, as per ethical standards for health professionals. However, the same doctor may personally believe in a patient's right to die, as per his own morality.

Conflict between Ethics and Morals

Ethics and norms/morals of society are generally passed to the individual through the process of enculturation. However, there can be many situations which can lead to a conflict between an individual's morals and societies or organisational ethics.

One professional example of ethics conflicting with morals is the work of a defence lawyer. A lawyer's morals may tell him that murder is reprehensible and that murderers should be punished, but his ethics as a professional lawyer, require him to defend the client to the best of his abilities, even if he knows that the client is guilty. In Indian context, this thing was observed when a resolution was passed unanimously by the Bombay Metropolitan Magistrate Court's Bar Association, saying that none of its members would defend any of the accused of the terror attacks. Another example can be of a doctor, who is in a situation where he has to operate a murderer, who has been injured while killing another individual.

Other Related Terms of Ethics and Morals

Principles

It comprise an individual's code of action and enable a person to behave with integrity. They are manifestation of values, morals and ethics. For example, a person who acts upon the principle of transparency may be reflecting the core value of honesty and fairness among people. A person who acts upon the principle of honest financial dealings may be reflecting the core value of fairness and equality among people. A principle is a more general term comprising both norms and code of conducts.

Virtue

Personal virtues are characteristics, valued as promoting collective and individual greatness. The opposite of virtue is vice. Virtues help a person in reaching or accomplishing his ideals. Ideals are usually the goals whereas virtues provide the way to reach the ideals.

Regime

It has been defined as sets of implicit or explicit principles, norms, rules and decision-making procedures. For example, political regime of India contains democratic values, parliamentary procedures, principles of majority etc.

Code of Conduct

The code of conduct for a group or organisation is rules of behaviour for the members. Organisational ethics are often translated into practical code of conduct.

Norms

These are concrete or empirical expressions of values. Norms are values in action or practices. For example, treating your parents with respect, arrange marriage, going to temple every morning etc., are certain norms prevailing in a particular society.

Ideals

An ideal is a principle or value that one actively pursues as a goal, usually in the context of ethics. An ideal is a standard of perfection or excellence; an ultimate object or aim of endeavour, especially one of high or noble character. Ideal come from the word idea and different people have different ideas about objects and events. Every person perceives environment differently like ideal son, ideal wife and an ideal civil servant.

Maxims

A maxim is a principle or rule of conduct. It generally refers to any simple and memorable rule or guide for living. For example, "the maxim that action speaks louder than words".

Difference between Values and Ethics

'Ethics' refers to the guidelines for conduct, that address question about morality. They have external source and uniform for particular group of people or society.

'Value' is defined as the principles and ideals that help them in making judgement of what is more important. They provide stimulus to the thinking process. Values may differ individual to individual.

For example, honesty, truthfulness, fairness and humanness are values which act as standards in making ethical judgements of rightness and wrongness. It can also be said that for different individuals, all ethics or morals can be regarded as values but all values cannot be regarded as ethics. Values can be ethical, unethical or neutral depending upon whether they conform to, go against or are indifferent towards the established ethical norms. So, values have influence on our behaviour and how we evaluate the behaviour of others. Ethics represents only moral values.

Imagine a person who has a strong value of achievement and success. So we would expect him to be goal oriented, gaining the skills necessary to get what he wants, etc. However, we cannot know whether he will cheat to get what he want or "do an honest day's work each day". The latter dimension is a matter of ethics and morality.

Take another example, a person has a high priority value of research/knowledge/insight. He has a career in medical research. However, we do not know from his value priority how he is likely to undergo his research. Will the person conduct experiments on animals or would he abhor such approaches? He may also involve in terrorist activities. Again, the latter is a matter of ethical stance and morality.

ETHICS IN HUMAN ACTIONS

To understand ethics in human action, we should understand the essence of ethics, its properties and standards which determine ethics.

Essence of Ethics

Ethics is not a matter of following one's feelings. One's feeling can deviate from what is ethical. Even ethics doesn't confine to religion. Of course religions

advocate ethical standards but ethics is much broader than that. It applies as much to atheist as to that of devout religious person.

Being ethical is also not the same as following the law. The law often incorporates ethical standards to which most citizens subscribe. But laws, like feelings, can deviate from what is ethical. The Pre-Civil War slavery laws and the old apartheid laws of South Africa are obvious examples of laws that deviate from what is ethical.

The lack of social consensus on many issues makes it impossible to equate ethics with whatever society accepts. Ours is a world of nuclear giants and ethical infants. We know more about war than we know about peace, more about killing than we know about living.

Finally, being ethical is not the same as doing "whatever society accepts." In any society, most people accept standards that are, in fact, ethical. But standards of behaviour in society can deviate from what is ethical. An entire society can become ethically corrupt.

Nazi Germany is a good example of a morally corrupt society. Moreover, if being ethical were doing "whatever society accepts," then to find out what is ethical, one would have to find out what society accepts. To decide what I should think about abortion, For example, I would have to take a survey of Indian society and then conform my beliefs to whatever society accepts. But no one ever tries to decide an ethical issue by doing a survey.

Properties of Ethics

Ethics cannot be shaped and sustained in isolation. A person's environment like society and culture interacts with his or her genotype to influence the behavioural outcomes. A person may born with the capacity to behave ethically, but what is ethical and what is not is learned after coming in this world. Also, people perceive their environment in different ways according to their genotype.

A man is not only the product, but also the producer of his culture. A person not only learns from the culture, but may also lead to a change in ethical system of the society. For example, slavery and discrimination were earlier accepted as social norms, but not now. It is because of few great personalities which have brought about the changes.

A culture is a society's total way of living and a society is a group that live in a defined territory and participate in common culture. Socialisation is the process of learning how to behave according to the expected norms of your culture. Enculturation is the process by which people learn the requirements of their surrounding culture and acquire values and behaviours appropriate or necessary in that culture. The essence of ethics refers to the intrinsic or indispensible properties that characterise ethics.

Following are the properties of ethics

- Ethics depend upon the context in which they are operating. They vary in their meaning and intensity according to time, place and person. e.g. issue of abortion.
- Ethics operates at different levels like individual, organisational, socio-cultural, political and international level. Ethics at each level affect each other.
- Ethics are subjective in nature i.e. they are affected by individual's emotions and perception. Like an angry person may behave in a highly unethical manner.
- Ethics are inter-related to each other. Increase in the importance of one can lead to the decrease in importance of others. e.g. As local and international economies have become stagnant, the value of economic efficiency has become more important. This may lead to serious repercussion for environmental ethics. It may lead to government moving towards goal orientation. No matter what means are used even if they lead to environmental pollution and global warming.
- Ethical behaviour also comes into play when human interact with other things also like machines, animals, environment etc.
- Ethics originate from the sense of justice prevailing in a particular society e.g. a child slaps another child. Third child watching finds it unethical because he believes in social justice that every human is equal and has the right to live with dignity.
- Ethics are maintained and sustained by a sense of responsibility and not mere accountability to some external agency, but also to something within.

- Ethical standards may transcend the narrow stipulations of law or rule book and code of regulation. Many acts of omission and commission may not violate the law as such but may run counter to ethics e.g. police not helping victim as the incident has happened outside the area of their jurisdiction.

Standards of Ethics

Ethics refers to those standards that impose the reasonable obligations to refrain from rape, stealing, murder, assault, slander and fraud. Ethical standards also include those that enjoin virtues of honesty, compassion and loyalty. And, ethical standards include standards relating to rights, such as the right to life, the right to freedom from injury and the right to privacy. Such standards are adequate standards of ethics because they are supported by consistent and well-founded reasons. Secondly, ethics refers to the study and development of one's ethical standards.

As mentioned above, feelings, laws and social norms can deviate from what is ethical. So, it is necessary to constantly examine one's standards to ensure that they are reasonable and well-founded. Ethics also means, then, the continuous effort of studying our own moral beliefs and our moral conduct and striving to ensure that we, and the institutions we help to shape, live up to standards that are reasonable and solidly-based.

Determinants of Ethics

Determination of what is right or wrong behaviour is not an easy task. This task is complicated by the fact that the criteria of judging what is right or wrong is neither absolute nor universal, but variable depending on the person, place, time, motive and law.

Stating differently there is no objective way of justifying any ethical principle as valid for all people and societies in different frames of time. Abortion is morally wrong for some people, but is not for others. At one time, for instance, slavery was not morally wrong in some parts of the world whereas it is considered highly unethical in most of the modern societies.

Three determinants of ethics are

Person

Presence of ethical behaviour depends upon the mental make of an individual. It depends upon how the person has internalised personal attitudes and

values regarding ethical behaviour. It depends upon certain qualities like optimism, willingness to take risk, courage to be impersonal and courage to decide and fairness tempered with charity. Following ethics is not an easy task especially in a hostile environment.

Place

External environment like culture, organisation, religion, school, family have major bearing on the ethical behaviour. We learn responsibility, teamwork at school while love, care from family. Even ethics associate differently with different places. Proverb-while in Rome do as the Romans do, is partially appropriate for ethics determination with place. For example, In USA the work ethics demand strict separation of personal life and professional life. While in Japan, companies promote interpersonal relationship between employees, they discuss their personal lives as well.

Time

Time also happens to be an important factor. Different individuals, societies and cultures have different set of moral codes at different times. One example of this is the Civil Right Movement. It was once considered ethical to own a slave. Now, that concept is considered unethical/immoral. Imperialism and colonialism as state concepts were justified in the first half of 20th century, but were discarded as against human rights and sovereignty of state in the second half of the last century. Practice of Sati and discrimination between humans on different basis was once considered ethical in Indian society. But today such practices are not only unethical, but are also against the law.

Law

The need to regulate, the ethical conduct at the public and individual levels has its roots back to the ancient world. Most ancient societies' shares common ethical codes, such as against murder, causing injury to fellow human, and attacks on honour of an individual. In modern world societies, law and justice to the public are closely related to ethics and they enforce certain rights and duties in an attempt to repress and punish deviations from these standards.

Motive

Evaluation of behaviour of individual for ethical standards will be done on the basis of motives or intention of an individual. For instance, killing someone is unethical act but if a woman in self defence accidentally kills a person then ethical judgement may be different. Similarly, children below five years of age can be held responsible for damage they cause, but their actions will be judged differently.

Consequences of Ethics

Ethics play an important role in human life and society. Ethics is like electricity. It can be felt instantaneously in specific conditions and visible when power is switched on. e.g. no government can get to the long distance without embracing ethical behaviour. Ethical dimensions can be spotted in the various decisions made at political level like providing foodgrains to the weaker sections at lower price even if this is not economically beneficial.

Ethics play many functions for us like

- **Satisfying Basic Human Needs** Being fair, honest and ethical is one of the basic human needs. If we take an optimistic view of society, we can say that every employee desires to be a good person and to work for an organisation that is fair and ethical in its practices. Humanistic psychology suggests that every human is basically good and wanted to be good if he gets the suitable environment.

- **Creating Credibility** An organisation that is believed to be driven by moral values is respected in the society even by those who may have no information about the working and the businesses or an organisation. Infosys, for example, is perceived as an organisation for good corporate governance and social responsibility initiatives. This perception is held far and wide even by those who do not even know what business the organisation is into.

- **Uniting People and Leadership** An organisation driven by values is revered by its employees also. They are the common thread that brings the employees and the decision makers on a common platform. This goes a long way in aligning behaviours within the organisation towards achievement of one common goal or mission.

- **Securing the Society** Often ethics succeeds law in safeguarding the society. The law machinery is often found acting as a mute spectator, unable to save the society and the environment. Technology is growing at such a fast pace that by time law comes up with a particular regulation we have a newer technology with new threats replacing the older one. Lawyers and public interest litigations may not help a great deal but ethics can.

Ethics helps us to arrive at decisions more quickly as it assists making choices. It reveals the value dimension of a decision that would otherwise seems value free. For administrators it helps in making in more reflective judgements, one that can be defended in public. It helps in bringing integration and stability to the society. In the absence of ethics, these functions become tougher than before. Absence of ethical behaviour may lead to chaos in the society. Values are changing now like end result is prioritised over means and process. This increased significance has further increased the importance of ethical behaviour. Today, the consequences of loss of ethics are powerful enough to shape the destiny of an individual or an organisation. Its consequences can be felt at different levels or different fields.

Political Level

A successful political system requires trust and commitment from the citizens. This trust comes only when the ethics are high. Examples like Arab spring, Indian Movement against corruption, replacement of government in Greece and Italy shows what loss of ethics at political level can do. Any discussion on an ethical framework for governance in a democracy must necessarily begin with ethical values in politics. (Politics and those engaged in it, play a vital role in the legislative and executive wings of the state whose acts of commission and omission in working the Constitution and the rule of law which can become the point of breach of values). While it is unrealistic and simplistic to expect perfection in politics in an ethically imperfect environment, there is no denying the fact that the standards set in politics profoundly influence those in other aspects of governance. Those in politics have a clear and onerous responsibility. India was fortunate that high standards of ethical conduct were an integral part of the freedom struggle.

Loss of ethics in Indian Political System has led to

- **Coalition Governments** By nature only, they are unstable and decision- making process is slow. Demands of various sections have to be taken into account. Political corruption is rampant in such scenario.
- **Criminalisation of Politics** Participation of criminals in the electoral process.
- **Mid-term Elections** As the allys taking back the support extended to single largest parties for partisan benefits.

International Level

Trust deficit is increasing among nations. Problem between India and Pakistan have become more complex largely due to loss of ethical behaviour. Issues like violation of ceasefire at borders, beheading of Indian soldiers, allowing terrorists to plot against India on their land are not ethical in nature. Recently Italian marines issue got an ethical dimension when earlier Italy refused to send back the marines. Grant of soft loans from international organisations like World Bank requires good governance as a pre-condition and good governance essentially means an ethical government. Increasing distance and disputes between developed and developing countries on issues like climate change, trade.

Organisational Level

The biggest manifestation of loss of ethics is corruption. Other repercussions can be
- Nepotism
- Lawlessness
- Loss of trust in the administration
- Rise in inequalities
- Decrease in efficiency, economy and effectiveness
- Destruction of work culture

Second ARC in its fourth report Ethics in Governance has said that there is need for ethics in every profession, voluntary organisation and civil society structure as these entities are now vitally involved in the process of governance. There should be ethics in citizen behaviour because such behaviour impinges directly on ethics in government and administration.

The second Administrative Reform Commission (ARC) in its fourth report Ethics in Governance has said
- Ethics is a set of standards that society places on itself and which helps guide behaviour, choices and actions.

- Corruption is an important manifestation of the failure of ethics. Therefore, enforcement of rule of law and deterrant punishment against corruption are critical to build an ethically sound society.
- An across the board effort is needed to fight deviations from ethical norms. There should be a paradigm shift from the pejorative 'business ethics' to 'ethics in business.'

Societal Level

Corruption has become a norm as people now do not consider it wrong. There is rise in crime rate in general as well as against women. At societal level, loss of ethics may lead to a new set of ethics like capital punishment. Gandhi's noble idea of a society based on truth and non-violence is becoming a thing of past.

People are favouring capital punishment, mob justice as violence has become a norm. Regionalism castes, religious groups have taken over the ethics of secularism, nationhood and brotherhood.

Individual Level

Failure of ethics at individual level has implication at all levels—societal, regional, national and international. It is failure to comply with moral principles that people indulge in such behaviours as using abusive language, involvement in petty crimes, crime against women, child and aged, jumping red light and urinating in public. Such behaviour creates nuisance for public order, morality and decency.

Environmental Level

Application of ethical principle is relatively recent arrival in global environmental discourses. Loss of ethics in environment and ecological domain is seen in instances of global environmental degradation, increasing level of pollution, climate change and loss of biodiversity. Developed countries, who have caused most environmental degradation, are not coming forward to take the responsibility.

"There is a great deal of difference between thinking reflectively about moral issues and achieving higher standards of ethical behaviour."

ETHICS IN DIFFERENT CONTEXTS

The philosophical dimension of ethics is broad and covers different aspects. Ethical deliberations concern both what comprises an ethical behaviour and why is certain action or behaviour ethical. The theoretical field of ethics deal with the what, why and how of ethics and morality. Thus, it becomes important to know about different dimensions including metaethics, normative ethics and applied ethics, in order to understand the complexity involved in making ethical decisions. These ethical concepts influence our personal and public relations.

DIMENSIONS OF ETHICS

The existing studies and practice of ethics encompasses diverse disciplines or fields such as philosophy, political science, public administration, military science, earth science, organisational behaviour etc. However, ethics in its core is a branch of philosophy that involves systematising, defending and recommending concepts of right and wrong conduct, often addressing disputes of moral diversity. Philosophy is the study of general and fundamental problems, such as those connected with reality, existence, knowledge, values, reason, mind and language. In more casual speech, by extension, 'philosophy' can refer to 'the most basic beliefs, concepts and attitudes of an individual or group'. Ethics in the discipline of philosophy is treated at the conceptual level. However, the field of ethics (or moral philosophy or philosophical ethics or Ethical Theory or Moral Theory) is multidimensional in nature as it not only involves development of theory, but also its application in different contexts.

Taking a comprehensive view, ethics today can be viewed and studied along the four dimensions i.e. **Metaethics**, **Normative Ethics**, **Applied Ethics** and **Descriptive Ethics**. These dimensions are discussed below

I. Metaethics

The term 'meta' means *after* or *beyond* and consequently, the notion of metaethics involves a bird's eye view of the entire project of ethics. Metaethics deals with the theoretical meaning and reference of moral propositions and how their truth values (if any) may be determined. This dimension of ethics investigates where our ethical principles come from and what they mean. Are they merely social inventions? Do they involve more than expressions of our individual emotions?

Metaethical answers to these questions focus on the issues of universal truths, the will of God, the role of reason in ethical judgements and the meaning of ethical terms themselves. When compared to normative ethics and applied ethics, the field of metaethics is the least precisely defined area of moral philosophy. It covers issues from moral semantics to moral epistemology.

Two issues, though, prominent are as follows

1. *Metaphysical Issues*

It is the study of the kinds of things that exist in the universe. Some things in the universe are made of physical stuff such as rocks and perhaps other things are non-physical in nature such as thoughts, spirits and Gods. The metaphysical component of metaethics involves discovering specifically whether moral values are eternal truths that exist in a spirit-like realm or simply human conventions. There are two general directions that discussions of this topic take, one other-worldly and one this-worldly.

Proponents of the other-worldly view hold that moral values are objective in the sense that they exist in a spirit-like realm beyond subjective human conventions. They also hold that they are absolute, or eternal, in that, they never change and also that, they are universal in so far as they apply to all rational creatures around the world and throughout time. The most dramatic example of this view is Plato, who was inspired by the field of Mathematics. When we look at numbers and mathematical relations, such as 1+1=2, they seem to be timeless concepts that never change and apply everywhere in the universe.

The second and more this-worldly approach to the metaphysical status of morality follows in the skeptical philosophical tradition, such as that articulated by Greek philosopher Sextus Empiricus and denies the objective status of moral values.

Technically, skeptics did not reject moral values themselves, but only denied that values exist as spirit-like objects or as divine commands in the mind of God. Moral values, they argued, are strictly human inventions, a position that has since been called moral relativism. There are two distinct forms of moral relativism.

The first is individual relativism, which holds that individual create their own moral standards. The second is cultural relativism, which maintains that morality is grounded in the approval of one's society and not simply in the preferences of individual people. In addition to espousing skepticism and relativism, this-worldly approaches to the metaphysical status of morality deny the absolute and universal nature of morality and hold instead that moral values in fact change from society to society throughout time and throughout the world. They frequently attempt to defend their position by citing examples of values that differ dramatically from one culture to another, such as attitudes about polygamy, homosexuality and human sacrifice.

> *"If you build that foundation, both the moral and the ethical foundation, as well as the business foundation and the experience foundation, then the building won't crumble."*

2. *Psychological Issues*

A second area of metaethics involves the psychological basis of our moral judgements and conduct, particularly understanding what motivates us to be moral. We might explore this subject by asking the simple question, 'Why be moral?' Even if I am aware of basic moral standards, such as don't kill and don't steal, this does not necessarily mean that I will be psychologically compelled to act on them. Some answers to the question 'Why be moral?' are to avoid punishment, to gain praise, to attain happiness, to be dignified or to fit in with society.

II. Normative Ethics

Normative ethics takes on a more practical task, which is to arrive at moral standards that regulate right and wrong conduct. This may involve articulating the good habits that we should acquire, the duties, that we should follow or the consequences of our behaviour on others. Thus, one can say that normative ethics 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'. Since, I do not want my neighbour to steal my car, then it is wrong for me to steal her car.

So, based on the Golden Rule, it would also be wrong for me to harass, victimise, assault or kill others. 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.

Theories of Normative Ethics

The key assumption in normative ethics is that there is only one ultimate criterion of moral conduct, whether it is a single rule or a set of principles. Three theories will be noted here , which are as follows

Virtue Theories

Many philosophers believe that morality consists of following precisely defined rules of conduct such as 'don't kill' or 'don't steal.' Presumably, I must learn these rules and then make sure each of my actions live upto the rules. Virtue ethics, however, places less emphasis on learning rules and instead stresses the importance of developing good habits of character, such as benevolence. Once I've acquired benevolence, I will then habitually act in a benevolent manner.

Historically, Virtue theory is one of the oldest normative traditions in Western philosophy, having its roots in ancient Greek civilisation. Plato emphasised four virtues in particular, which were later called cardinal virtues i.e. wisdom, courage, temperance and justice. Other important virtues are fortitude, generosity, self-respect, good temper and sincerity. 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. Virtue Theory emphasises moral education since virtuous character traits are developed in one's youth.

Deontological Theories

Many of us feel that there are clear obligations we have, as human beings such as to care for our children and not to commit murder. These theories base morality on specific, foundational principles of obligation. These theories are called deontological, due to its origin from the Greek word *deon* or duty, in view of the foundational nature of our duty or obligation. They are also sometimes called non-consequentialist since these principles are obligatory, irrespective of the consequences that might follow from our actions. Deontology is often associated with philosopher Immanuel Kant. Held that nothing is good without qualification except a goodwill, and a goodwill is one that wills to act in accord with the moral law and out of respect for that law rather than out of natural inclinations. For example, Gandhiji followed the path of non-violence to attain the freedom. As he believed that to attain the just cause should be attained through just means as well.

Consequentialist Theories

It is common for us to determine our moral responsibility by weighing the consequences of our actions. According to consequentialism, the basic standard of morality is precisely the value of what an action brings into being. Consequentialism suggests that an action is morally right if the consequences of that action are more favourable than unfavourable. Consequentialist normative principles require that we first tally both the good and bad consequences of an action. Second, we then determine whether the total good consequences outweigh the total bad consequences. If the good consequences are greater, then the action is morally proper. If the bad consequences are greater, then the action is morally improper. Consequentialist theories are sometimes called **teleological theories**, from the Greek word *telos* or end, since the end result of the action is the sole determining factor of its morality. Consequentialist term Robinhood act as ethical because the consequence of the action helps poor.

Utilitarianism is an important form of consequentalism that was forwarded by the works of English philosophers Jeremy Bentham and John Stuart Mill. Utilitarianism believes that an action is morally right and acceptable if it promotes happiness and morally wrong if it produce reverse of happiness (pain). Happiness of greatest number of people in the society is considered the greatest good. Now since happy or unhappy outcome depends upon circumstances, it could be said that no moral principle could be absolute as per beliefs of utilitarianism.

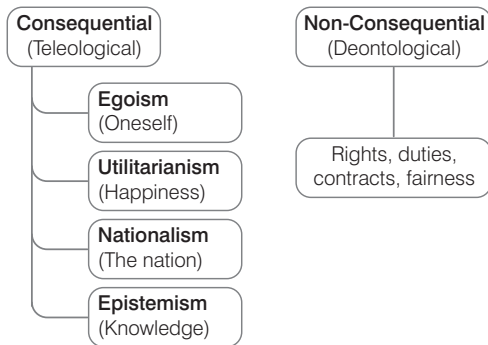The purpose of morality is to make life more pleasurable and enjoyable.

Fig. 2.1 Consequentalism vs Non-consequentalism

III. Applied Ethics

Applied ethics draws upon Ethical Theory in order to enquire what a person is obligated to do in some very specific situation or within some particular domain of action (such as business). This dimension involves examining specific controversial issues such as abortion, infanticide, animal rights, environmental concerns, homosexuality, capital punishment or nuclear war. In recent years, applied ethical issues have been sub-divided into convenient groups such as medical ethics, business ethics, environmental ethics and sexual ethics. Generally speaking, two features are necessary for an issue to be considered an 'applied ethical issue.'

First, the issue needs to be controversial in the sense that there are significant groups of people both for and against the issue at hand. The issue of drive-by shooting, e.g. is not an applied ethical issue, since everyone agrees that this practice is grossly immoral. By contrast, the issue of promotion of vegetarianism would be an applied ethical issue since, there are significant groups of people both for and against non-vegetarian food.

The second requirement for an issue to be an applied ethical issue is that it must be a distinctly moral issue. On any given day, the media presents us with an array of sensitive issues such as affirmative action policies, gays in the military, involuntary commitment of the mentally impaired, capitalistic *versus* socialistic business practices, public *versus* private health care systems or energy conservation.

The aim of Social Policy is to help make a given society run efficiently by devising conventions such as traffic laws, tax laws and zoning codes. Moral issues, by contrast, concern more universally obligatory practices, such as our duty to avoid lying and are not confined to individual societies. Frequently, issues of Social Policy and morality overlap, as with murder which is both socially prohibited and immoral. However, the two groups of issues are often distinct.

For example, many people would argue that sexual promiscuity is immoral, but may not feel that there should be social policies regulating sexual conduct or laws punishing us for promiscuity.

Some social policies forbid residents in certain neighbourhoods from having yard sales. But, so long as the neighbours are not offended, there is nothing immoral in itself about a resident having a yard sale in one of these neighbourhoods.

Thus, to qualify as an applied ethical issue, the issue must be more than one of mere Social Policy, it must be morally relevant as well. In theory, resolving particular applied ethical issues should be easy. With the issue of abortion, For example, we would simply determine its morality by consulting our normative principle of choice, *versus* right to life.

There are hundreds of rival normative principles from which to choose, many of which yield opposite conclusions. Thus, the stalemate in normative ethics between conflicting theories prevents us from using a single decisive procedure for determining the morality of a specific issue. The usual solution today to this stalemate is to consult several representative normative principles on a given issue and see where the weight of the evidence lies.

Issues in Applied Ethics

As noted, there are many controversial issues discussed by ethicists today, some of which will be briefly mentioned below

Biomedical Ethics

Focuses on a range of issues which arise in clinical settings dealing with life and death. Prenatal issues arise about the morality of surrogate mother, genetic manipulation of foetuses, the status of unused frozen embryos and abortion. Other issues arise about patient rights and physician's responsibilities, such as the confidentiality of the patient's records and the

physician's responsibility to tell the truth to dying patients.

Additional issues concern medical experimentation on humans, the morality of involuntary commitment and the rights of the mentally disabled. Finally, end of life issues arise about the morality of suicide, the justifiability of suicide intervention, physician assisted suicide and euthanasia.

Business Ethics

The field of business ethics examines moral controversies relating to the social responsibilities of capitalist business practices, the moral status of corporate entities, deceptive advertising, insider trading, basic employee rights, job discrimination, affirmative action, drug testing and whistle blowing.

Environmental Ethics

Ethical issues in environmental ethics often overlaps with business and medical issues. This include rights of animals, morality of animal experimentation, preserving endangered species, pollution control, management of environmental resources, whether ecosystems are entitled to direct moral consideration and our obligation to future generations.

Sexual Conduct Ethics

Issues of sexual morality include monogamy *versus* polygamy, sexual relations without love, homosexual relations and extramarital affairs.

Military Ethics

It is concerned with questions regarding the application of force and the ethos of the soldier and is often understood as applied professional ethics.

Political Ethics

Politics is a human activity essential in building societies and communities based on rules, law and balance of conflicting interests. Political ethics is the practice of making moral judgements about political action and political agents. It covers two areas.

The first is the ethics of process, which deals with public officials and the methods they use. Whether ethics are taken into consideration while following the procedures? For example, how funds are collected for elections; whether transparency was there or not; whether black money was involved or not; ethical consideration during parliamentary debates etc. The second area, the ethics of results,

end product concerns judgements about policies and laws. Whether the final law will be ethical or not; e.g. the Armed Forces (Special Powers) Act.

Societal Ethics

Finally, there are issues of Societal ethics which examine capital punishment, nuclear war, gun control, the recreational use of drugs, welfare rights and racism.

> *"Just as treasures are uncovered from the Earth, so virtue appears from good deeds and wisdom appears from a pure and peaceful mind. To walk safely through the maze of human life, one needs the light of wisdom and the guidance of virtue."*

Also, with the advancement of human civilisation and increasing complexity in lifestyle and social relations, more and more fields and disciplines are becoming eligible for the application of ethics. Every context may provide a different set of ethics.

Above dimensions gives you a general idea about how to think and go ahead with the ethical dimension of different events and objects. It must also be noted that the lines of distinction between metaethics, normative ethics and applied ethics are often blurry.

For example, the issue of abortion is an applied ethical topic since, it involves a specific type of controversial behaviour. But it also depends on more general normative principles, such as the right of self-rule and the right to life, which are litmus tests for determining the morality of that procedure. The issue also rests on metaethical issues such as, 'where do rights come from?' and 'what kinds of beings have rights?'

IV. Descriptive Ethics

Descriptive ethics, also known as comparative ethics, is the study of people's beliefs about morality. It contrasts with prescriptive or normative ethics, which is the study of ethical theories that prescribe how people ought to act and with meta-ethics, which is the study of what ethical terms and theories actually refer to. The following examples of questions that might be considered in each field illustrate the differences between the fields

- **Descriptive Ethics** What do people think is right?
- **Normative** (Prescriptive) **Ethics** How should people act?