

# SCORE

ETHICS CLASS TEST

49 1/2

Very Good  
keep it up

TEST - 02

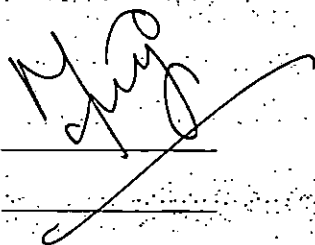
## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 2 hr.

Max. Marks: 150

Q.	Marks	Instructions to Candidate
1.	3 1/2	<ul style="list-style-type: none"><li>• There are 15 questions.</li><li>• All questions are compulsory</li><li>• The number of marks carried by a question/part is indicated against it.</li><li>• Content of the answer is more important than its length.</li><li>• Answers must be written in the space provided.</li></ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
2.	3 1/2	
3.	1 1/2	
4.	1	
5.	4 1/2	
6.	2	
7.	8	
8.	4	
9.	3	
10.	2 1/2	
11.	3	
12.	5	
13.	3 1/2	
14.	4	
15.	3 1/2	

1. Invigilator Signature



2. Invigilator Signature

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Mobile No. \_\_\_\_\_

Date 15/09/16

Signature Sandeep

Q1. Why is obedience important in an administrative hierarchy? Is it always important to obey the superiors? Mention some conditions in which obedience act as a virtue and others in which it becomes a vice. (150 Words) (10 Marks)

In the administrative hierarchy, it is required for the subordinates to be obedient to the superiors and vice versa due to the fact that the success and efficient functioning of administration depends upon the co-operation and co-ordination among the employees from lower level to the higher level. It can be attained by being obedient to the fellow employee and obedience to the duty and work.

It is important to obey the superiors in general, because loyalty to the superiors and the organisation is one of the hallmarks of foundational values of civil servant. However, if the superior portray disvalues and unethically in his actions, one need not to obey the superior and in those time, he should be guided by conscience and public interest:   
 → Constitution, Rules & Regulations.

Obedience as a quality sometimes acts as a virtue, but at times it becomes a vice. For example if a public servant posted in some new department and an issue occurred soon after he joined, then at this time the obedience

Remarks

becomes a virtue as superior may be well acquainted and experienced with related<sup>ion</sup> to matters of department. However, in cases wherein superior is guided by vested interest and leaning towards a ~~balance~~ particular ideology, shying away from neutrality, if one is obedient, then it becomes a vice.

Thus obedience, though important in administrative hierarchy, should be guided by ethical conviction and conscience.

= 3/2 =

Remarks

→ Elaborate this statement

Q2. Practically a Civil Servant is 24x7 on the job, which is full of setbacks and stress. What is the role of spirituality for unwinding, refreshing and augmenting physical and mental energy in a Civil Servant's life? How does spirituality help in delivering our duties with perfection? (150 Words) (10 Marks)

Spirituality by we mean understanding ourselves and others, keeping a peace of mind in all the circumstances. In the eve of complex nature of public services, a civil servant has to be spiritual for unwinding, refreshing and augmenting physical and mental energy in his life. It would enable him to cultivate calmness and ensure TRANQUILITY of personality so that he would not feel stressful and always be enthusiastic in his work. It not only raises the mental power but also enhances the physical capacity to handle multifarious issues. Thus the role of spirituality is quintessential in life of civil servant.

In delivering duties, a civil servant when understands and realises the true nature of the problems, clients are facing, then he will be in a better position to solve the problem with perfection and precision. For example, a spiritually strong civil servant can see the problem of the clients from their perspective and show mental strength.

Remarks

so that problem can be solved with ease. Moreover, to fulfill the short term and long term goals of organisation, he has to be spiritual in realising the targets and goals.

Thus spirituality enables civil servant to accomplish his tasks and responsibilities with perfection.

= 3 1/2 =

Remarks

Q3. It is commonly accepted that: "don't promise when you are happy, don't answer when you are angry, and don't decide when you are sad". What is the essence of this statement for a working civil servant? (150 Words) (10 Marks)

The given statement connotes the role of emotions and the affect of emotions in taking decisions and guiding behaviours. In the life of a working civil servant, emotions do play a bigger role in shaping and deciding his actions as he would encounter different situations and circumstances leading to positive and negative emotions.

It should be understood that, when a civil servant is happy - for example at time when the targets of his team has accomplished, then he should not promise the subordinates and team members for incentives, rather he should let them know that it is our duty to fulfill the targets within the deadlines.

In various circumstances, a civil servant would feel angry for example when a person or client could not understand or listen to his words, he may feel angry upon the client, but at that time, he should not answer to the client. Because it is guided by negative emotion which would lead to unforward consequences.

Remarks

Also when a civil servant is sad, for example if his close relative is died, then his decision will have affect of his sadness on the demise of his relative and it does not become a genuine and true decision. So decisions should not be taken in times of sad.

Finally it is expected for a civil servant to be emotionally intelligent to deal with complex circumstances, otherwise he would be motivated by his emotions in taking actions. = 1/2 =

- No need to explain each emotion with eg
- Write the ESSENCE of statement & elaborate it
- Give +ves & -ves of Emotionally neutral decision making

Remarks

Q4. Explain with the help of the relevant examples how politicians' and bureaucrats' self-interest, utility maximization and other non-wealth maximizing considerations affect their decision making? What are the consequences of such influences on the decision making process? (150 Words) (10 Marks)

What are these considerations?  
 Politicians' and bureaucrats as public servants are expected to uphold the public interest and ensure that substantial public trust is generated. But, if their actions are guided by self interest and non wealth maximizing considerations then their decision making would be impeded with malafide motives. For example, in case of conflict of interest, when a tender is being notified and the family members of civil servants participate in that tender, then if his intention to allot the tender to his family members despite fulfilling the necessary criteria is seen as threat to the organisation's progress. In the similar way, if a minister in charge of telecom reveals the policy related matters before the unleashing of policy to his close associates, then it would impede the level playing field in the telecom sector.

Such influences on the decision making process would not enable the stakeholders to participate in the

— Discuss the issue in context of NWM considerations

— What are NWM?

Remarks

→ How they lead to formation of unhealthy nexus of pol. & bucrs  
 ↓  
 Impact on decision making.



system with a fairness and equity. Moreover, the efficiency and effectiveness of the decision maker in relation to such influences comes down finally acting as a detriment to the overall growth and progress of organisation.

Thus politicians, bureaucrats if put public interest over self interest then, their decision making would lead to noble consequences.

Refer limits

Remarks

Q5. "We should never concede to evil because when we concede to evil, even in a small way, we feed it, and it grows stronger". Comment in the light of the pervading corruption in India in public and private lives. (150 Words) (10 Marks)

The given statement exemplifies the grave nature of wrong doing or evil that once it started, then it grows in a big way and it would be difficult to stop the proliferation of such evil.

Corruption has become a malady plaguing the lives of common man and administrative effectiveness. In the public life, if a person in order to get his caste certificate gives bribes a concerned officer, then even after becoming an empowered person with good job, he may <sup>give</sup> bribe to the registration authorities for registering his land for a nominal value rather than true market value. This reveals that such evil of corruption though started in a small way, would lead to and grow stronger.

Corruption not just related to monetary aspect but also comprises the impurity of mind and heart. In private life if a person, who is pursuing his graduation deceives his father by taking money for purpose of some coaching, but

Remarks

do utilising it for some unnecessary purpose. Moreover if the same person continues such behaviour and in future does not care his parents in times of their old age, then the corrupted heart of that person becomes responsible for it.

Good

At last, it can be said that an evil once started in a small way, may become bigger and stronger. So it should be prevented before starting it in a small way.

Remarks

Q6. What is the relation between the quality of a work and happiness while doing the work? Does happiness increases the quality of life as a whole? What are the main impediments in being happy and how to overcome them? (150 Words) (10 Marks)

The work one performs depends on the feeling one has towards the work. If one feels that his work gives him happiness and pleasure then he may do his work with much interest, ensuring the quality of work. If one considers his doing his work as devotion to god, and he would happily work for that cause thereby raising efficiency and effectiveness. Thus happiness and interest in the work will increase the quality and lead to better outcomes [vice versa is true] or Not?

Happiness is a mental awareness of a person which gives him a feeling of contentment and pleasure. In the life, happiness is quientessential to lead a meaningful and purposeful life. Because a person who have achieved monumental feats in life for example winning an oscar award if not happy, then the life would not be of quality and meaningful. Thus happiness increases the quality of life as a whole.

How?

Not explained

Remarks

In being happy, the main impediments are greediness to acquire more wealth or power, imbalance emotional management, lack of satisfaction in whatever a person does etc., In order to overcome such challenges, one need to imbibe a feeling of satisfaction, contentment and work for the needs rather than greed and strong emotional intelligence is required as life would witness many negative emotions.

In short, happiness would ensure quality of life and make the living worthier and meaningful.

Impact of your happiness & QoL on your colleagues, workplace, family & friend, and vice versa.

↓  
Explain this also.

Remarks

Q7. What is the role of the courage and conviction in reforming an archaic system and implementing development and welfare policies effectively? Are courage and conviction rewarding attributes? Examine. (150 Words) (10 Marks)

Courage refers to the ability to face pain, challenges and fear apart from standing firm to those abnormal situations. Conviction by we mean strong opinion or abidingness to one's thoughts, values and morals.

In the administrative system, there is opposition and resistance from the employees and other stakeholders to reform archaic system. In this scenario, one need to have courage and conviction to face such opposition and pursue the right path. For example, digitalising the administrative process which do not reduces the discretion to the employees may be fraught with opposition but a civil servant has to show firmness in his values and face such opposition to digitalise the governance process. Even in the implementation of welfare policies effectively, one need to be courageous. For examples S.R. Shankaran exhibited courage and conviction in implementing land reform programmes though it was met with opposition from landlords.

Remarks

Courage and conviction are rewarding attributes as they would ensure long term and short time positive consequences generally. However, sometimes exhibiting too much courage and conviction would enable a person to dig his own hole. For example a police officer going to a most affected area without adequate security, though courageous would may be threat to his life.

Good=5=

Remarks

→ Explain this statement

Q8. In the Contemporary World, the need for professional ethics is increasing Why the social control over the use of professional skill is required? Explain by choosing the example from any profession. (150 Words)(10 Marks)

Professional ethics refers to the right set of principles guiding the behaviours and actions related to a particular profession. As human life is connected to the each and every professional, the requirement of professional ethics assumes much prominence. Social control over the use of professional skill is required as professionals who are doing their work may be deterred by the society's resistance and stigma if any unbecoming or untoward acts are performed. In the contemporary society, professions are also misused rather than using them for good of society. For example a computer professional using his expertise in hacking rather than using it for finding or innovating useful technologies. Thus social control would deter a professional to promote professional ethics and act in general good.

In medical profession, often it is found that doctors are referring the patients to many drugs and tests, though not required, to some individuals or pharma labs.

Remarks



with whom they have nexus. This reveals dishonesty and disvalue on the part of doctors and becoming a threat to patient's economic life rather than saving biological life. The professional ethics becomes important in this regard and if social control is ensured then the doctor may not act in such unethical manner.

Finally, professional ethics are important in today's life to ensure ethicality in society as professionals are connected with every member of society.

=4=

Remarks

Q9. What is the difference between 'appeasement policy' and that of utilitarian principle of "Maximum good for maximum people"? Explain with appropriate example.

(150 Words) (10 Marks)

Appeasement policy refers to the persuasion or make willing of some group of people to promote the interests of the person or organisation. On the other hand, utilitarian principle of "maximum good for maximum people" enables one to take actions keeping in view its consequence and benefit to maximum people and causing a least harm.

With reference to appeasement policy, for example a political party appeases some minority group for advancing reservations or promoting their interest in lieu of the voting by them in elections and support their political activities. Appeasement is not necessarily negative as if to promote vote bank politics, but may also genuinely promote the interests of the disadvantaged sections.

In case of utilitarian approach, for example if a infrastructure project is being planned in a forest area

Remarks

which affect the source of livelihood of thousands of tribals but also at the same time it provides benefit to lakhs of people for connectivity and trade and commerce. This act may harm some tribals, but ensures benefit to maximum number of people.

→ Compare & contrast the two policies

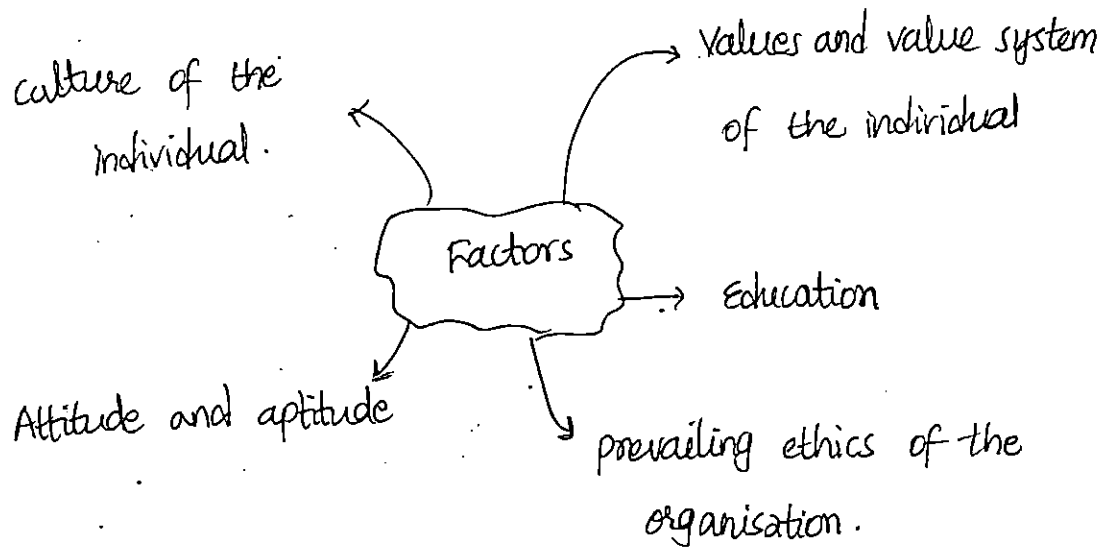
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Refer Hints

Remarks

Q10.. What are the factors that affect behavior of an individual, especially of professional or administrative officer? Why there are inconsistencies in behavior of the people and what are its consequences on society and the nation? (150 Words) (10 Marks)

In the life of a professional or administrative officer the factors that affect his behaviour are :



Though these factors ensure right conduct and behaviour on the part of individual, some times inconsistencies may be encountered in his behaviour due to the gradual erosion of the values; external influences whether it may in the form of political pressure or influence from close relatives and friends to support their cause. These inconsistencies may be even due to lack of proper professional.

Remarks

and organisational ethics.

On the society as a whole, the consequences of such inconsistencies may be seen in the form of the erosion of ethical values and people becoming more self centred and individualistic rather than uphold the common good. Also people get fed up with the apathetic behaviours of administrative set up and lack trust on the government.

A nation with such behaviours of people and society would not progress and becomes fraught with untoward challenges that plague the development of society and nation as a whole.

people will become unpredictable  
↓  
their reputation will take a hit

= 2/2 =

Refer Hints

Remarks

Q11. Why creating a better world requires teamwork, partnership and collaboration? What are the major obstacles in team work? How can we overcome such obstacles?

(150 Words) (10 Marks)

(A better world is the one where there is co-ordination, co-operation, teamwork, collaboration. Without collective efforts, problems can't be solved with ease and better world can't be ensured. For example, in climate change issue, in order to aspire for a sustainable future and better world, all the countries has to promote teamwork, partnership and collaboration, otherwise the negative consequences will plague the future generations. It is required because, to ensured consensus among different stakeholders.]

However, the teamwork is fraught with major obstacles.

They are:

- i) Different ideologies, of the individuals, stakeholders, organisation involved in the work or an issue.
- ii) Attitudinal differences among the individuals.
- iii) Success of a team work depends on the leader. So, lack of effective leadership skills may also become an obstacle.

Remarks

iv) poor emotional intelligence also responsible for challenges to a team work as members may have different emotions and they have to manage emotions and leader or one who is heading may not have motivating capacity.

In order to overcome such obstacles, all the stakeholders should ensure consensus and it is important as differences in ideologies and attitudes are inevitable. Also, the leader has to show qualities by leading as an example so that the team members can imitate him. Emotional intelligence should be strong to tackle different positive and negative emotions and to ensure self motivation.

Refer Hints

Remarks

Q12. Do you think that the attitude of Civil Servants in a free country should be different from colonial administrators? What are the desirable attitudinal traits of a good civil servant in a free country? Evaluate and assess the present state of Civil Servants in India on the basis of attitudinal traits defined by you. (150 Words) (10 Marks)

Generally speaking, attitude of civil servants in a free country should aim at promoting the interest of general public and nation as a whole. On the other side, colonial administrators promoted British commercial and political interests not much concerned about the interests of Indians. So the attitude of civil servants in a free country has to be different from colonial administrators, but we also have administrators in colonial era like Thomas Munro, C.P. Brown who showed Indian interests and worked for betterment of Indians. Attitude of such colonial administrators can also be taken into account by the present civil servants.

The desirable attitudinal traits of a good civil servant in a free country are:

- i). willingness to take responsibility of actions and decisions.
- ii). Being accountable to one's decision.
- iii). Social persuasion capacity and ability to influence positively.
- iv). Understanding problems of others from their perspective.

Remarks



v) Seeing the job or duty as an opportunity rather than as a burden.

The present state of civil servants in India is in a dismal state as even formal commissions like Administrative Reforms Commission acknowledged that there is lot of things like accountability, responsibility, adaptability etc, missing in civil servants. Also it accepted that people <sup>are seen</sup> feel apathetic by civil servants leading to breach of trust. However, we have examples of administrators like Sreedharan who resigned from his job when there was a railway bridge (collision) incident leading to loss of lives, by taking moral responsibility. Even administrators like Sankaran has seen duty as an opportunity rather than as burden.

Good

25 =

Remarks

Q13. How does conscience help the decision taker? Is it always necessary to hear the voice of conscience while taking policy decisions? Do we need to balance 'rationality' and 'conscience' for making good decisions? Why? (150 Words) (10 Marks)

An (N) course of action  
conscience doesn't  
come to play???

Conscience refers to inner conviction. A decision taker when fraught with ethical or moral dilemmas takes the help of conscience which guides his path in a right direction.

As there are challenges and dilemmas in life of civil servant, sometimes he needs to answer to his own so conscience is while taking decisions.

While taking policy decisions, it is always not necessary to hear the voice of conscience as in situations where law can guide our actions without contradictions then conscience may not be required, but in cases of ethical dilemmas while taking policy decisions, the role of conscience comes into play.

- Rationality refers to the capacity of reasoning the actions done by us. Rationality is essential while taking decisions for good decisions because without knowing the nitty gritty of the decision and its consequences, it may lead

Remarks

to some untoward consequences.

Rationality coupled with conscience needs to be balanced as rationality alone may not enable us to take a right decision and at that juncture, conscience would let a person to take good decision taking into light the consequences and interests of all stakeholders.

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Remarks

Q14. How the innate qualities of people of a country affect ethical values and the effectiveness of its institutions? Which matters more for progress and growth of the nation—'people' or 'institutions'— and why? Which of the two is more important for good governance? Give reasons. (150 Words) (10 Marks)

Institutions are governed by individuals. The innate qualities of people determine the effectiveness and ethical values of institutions. The functioning, management of the institution by the people depend upon the behaviour, attitude, values of the persons working in the organisation and their perception towards the institution.

For the progress and growth of the nation, people matters more than the institutions as the character of the institution is reflected in the character of the leader and head apart from all the individuals involved in the institution and its functioning. For example; Tata company headed by Ratan tata who is ethical and virtuous enable the success of his organisation finally contributing to the economic growth and progress of the nation.

Remarks

Even for good governance, the role of people becomes more important than institutions because:

- i) In good governance, transparency is required which can be ensured by the willing attitude of the people involved in administrative process
- ii). Ethically accountable and virtuous attitude of people working in administrative machinery ensure the success and functioning without any delays in processes.
- iii). values like Empathy, Compassion, courage can be showed by people while understanding the problems of people and ensuring the problems of clients be solved leading to Good Governance.

Thus, it becomes necessary for the people to be ethical and virtuous to ensure the ethicality of the institutions enabling the good governance and progress of nation.

Remarks

Q15. Why many honest and passionate bureaucrats face immense difficulty in carrying out their duties in real life? What amount of responsibilities for the same may be fixed on the "system" and the "concerned Civil Servant" respectively? What is needed to promote "honesty" and "talent" in the bureaucracy? (150 Words) (10 Marks)

In carrying the duties, many honest and passionate bureaucrats face immense difficulty as there may be multifarious challenges in administration which amount to temptation to pursue greedy path and many influences from the political bosses and the colleagues and sub-ordinates of the organisation. The real challenge is to overcome these difficulties and exhibit FORTITUDE, courage to take right path and right decisions.

As far as system is concerned, it is said that, the system is corrupted and lacks integrity and lures the civil servant to undergo such path. However, the blame should be made on the concerned civil servant rather than on the system as the system is run by the people and its their responsibility to face challenges and ensure the integrity of the system.

Remarks

In order to promote honesty and talent in the bureaucracy, bureaucrats should have character with competence. For this, strong value system and skill enhancement is required. Strict adherence to code of conduct and disciplinary actions for non compliance has to be ensured. Apart from this reducing the scope of discretion would entail less corruption and digitalising processes also ensure honesty, transparency in the bureaucracy.

= 5/4 =

Remarks

