


ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 19 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <p>Any page or portion of the page left blank in the Question- cum-Answer Booklet must be clearly struck off.</p> 
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1. Invigilator Signature

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Name RAJ PRASADRoll No. SAETS2017048Mobile No. [REDACTED]Date 3rd Sept, 2017Signature Raj Prasad

SECTION - A

Q1. What is the difference between management and administration? What do you mean by a formalized administrative structure? How does it help in administrative management? (150 Words) (10 Marks)

Make it more clear

Management

- Can be management of any thing formal or informal
- Eg: management of time
- might involve single person
- friction of certain goals

Administration

- usually formal structures
- Eg: Administration of Railway, Civil aviation
- usually involves large no. of stakeholders.
- purpose adherence to rules & Procedures

- Formalized admino. structure :-

Rules, Regulation, Procedures

established Reporting relationship

Bureaucratic model of model

Level of hierarchy defined

Rule bound mode of working

Remarks

- unity of command ensured
- unity of direction is assured
- proper channelization of flow of information & communication

g/s help :-

- Uniformity in decision making
- Stability of organization
- Fixation of responsibility
- Ambiguity with respect to role removed

Need to explain all bullet points in brief.

(1/2)

- Sub-goal orientation eliminated
- goal clarity among individuals
- proper reporting relationship
- flow of communication & Info assured

Remarks

Q2. What is essentialism? Do you agree that men and women are suitable only for certain kind of administrative assignments and so assignments should be gender sensitive? (150 Words) (10 Marks)

Discuss
essentialism
first

Men & women though differ in physical attributes. But it should be noted that both are equally physically capable and mentally sound. It is contrary statement. Question takes prominence for women assuming role in armed forces.

Argued that women cannot take role at frontiers.

Then if it is the case then how can

Rajpara Chawla stated ~~the~~ mighty Himalayas. ~~Intersect~~ information.

So in my view assignments should

not be gender specific.

However, in roles whereby women

13) dignity is at stake such as when country is at war, so if women

Remarks

fall prey to enemy forces they might be

subjected to sexual ~~harassment~~ harassment.

But is it the case while male counterparts they are also subjected to same cruelty in other sense take the case of Kulbhushan & Yash.

So in my view ~~gender~~ assignments should not be gender specific but to consider & protect women dignity it can be made gender sensitive.

What do you mean to say?

1/2

Q3. It is rightly said that governance has to be ethic-conscious since its entails efforts towards ensuring public well-being, however, the hierarchial system and lack of accountability creates more ethical problems than it solves. Why? Enlist the instruments required for making the citizens an integral part of the governance. (150 Words) (10 Marks)

hierarchial system puts a bar on the effective
 Participative Model of Governance & Inclusive
 democracy.

How?

Instruments:-

- Citizen charters - People to know their duties, rights & obligations.
- Grievance redressal mechanism - Grievance redressal cells must be framed in every office.
- Servant model of governance - to allow participative democracy to function.
- ~~Govt~~ E-governance - whereby citizens are empowered to register / complaints online.

Remarks

- Voting - Instruments like proxy voting etc for ↑ inclusiveness
- Representation of every community in administration
- Protection of whistleblowers
- Role of every person to be codified & defined
- Hierarchical system creates more Ethical Problems because :-
 - either to follow the rules & procedures as against prompt & spontaneous customer/client oriented mode of working.
- Process bound culture pitted against Outcome oriented culture.
 - 2nd All subordinated output to outcome oriented working.

2½

Remarks

- Do write your answers in order of the question.
- Discuss the lack of accountability.

Q4. Regular elections ensure that the citizens are not stuck with bad leadership but this phenomenon of regular election is the biggest reason for decrement in the ethical conduct of leaders. How can you justify the importance of free and fair election in the democratic system?

(150 Words) (10 Marks)

Ballot is stronger than Bullet justifies the role of election in democratic system.

Importance of free & fair Election :-

Differentiate between democracy & successful democracy

- would eliminate the role of power politics & money politics

↓ Criminalisation of politics
↑ recognition to merit & objectivity

- embolden the young democracy of India

- eliminate the need of process called

Right to Recall referendum

- People's trust in political administration would

increase thereby people will not resort to

other means of justice or democracy like

Judiciary.

Remarks

- Accountability of representatives because people would see an escalation dramatically.
- to recognise the aspect of responsible working, vigilant mode of operation of political leaders.

Way forward

- VVPAT - Subramanian Swamy vs UOI case SC directed ECI to implement it.
- Empower ECI to declare election void if found bribery.
- Make paid view an electoral offence.
- Totalitar machines
- ~~Allowed~~ Corrupted criminals should not be allowed to contest elections.

3

Q5. How does epistemology help a judge in the court of justice in making judgments in case of social and religious beliefs (jalikattu or triple talaq)? Explain role of epistemology in administrative decisions through an example. (150 Words) (10 Marks)

It helps to know the ethical & emotional angle of case of action and thereby assisting the judge to make judgments in case social & religious beliefs.

- Know the causation from a broader perspective gives importance to emotions of masses of people involved

- helps in taking empathetic decision.

- applying the basic structure to test the due process of law not just following rules to procedure.

Role in Adminⁿ

- Public servants will also allow empathy, sentiments to play role in their decision making.

Remarks

First of all discuss epistemology

- will help to take outcome oriented judgement
- concerns addressed before effective.
- helps in resolving the ethical dilemma of following rules w/ winning people interest

Give example to strengthen your view

2

Remarks

Q6. Which should guide a police officer deciding to fire or not to fire on a protesting mob - 'deontology or consequentialism'? Give reasons. (150 Words) (10 Marks)

When faced with situation whether to fire at mob or not?

The police officer if decides consequentialism:-

if fired

- o death of innocent people can also happen
- o discipline ensured as following orders

if not fired

- o ~~the~~ public protest might amplify
- o But there would be no gross loss of life

What would be difference between ~~deontology~~
brutal massacre of criminal dya & Adya's
patriot police officer.

Discuss the both perspective if they can be a guide or not.

Remarks

ideological world ~~can~~ ask for following the
order of fellow senior officers

way forward

TVSN Prasad Committee :- Not relevant at all.

- use PARA shells to disperse the mob
- use chili powder bombs

Instead of Bullets TVSN Prasad
Committee recommendation can be accepted

Remarks

Q7. What is the relation between vision and mission? How does building camaraderie help in achieving vision and mission in an administrative set up? How can camaraderie be developed?
(150 Words) (10 Marks)

Mission is a short term goal while vision is a long term cherished goal of organization.

many missions cumulatively results into fruition of vision of organization.

Help of Camaraderie

- o Cohesion of workplace
- o Better interpersonal communication & flow of information
- o Mutual respect & admiration to one's work
- o Better morale and motivation at work.

o Synergy Benefits

- o Complementary skills, common goals & helping each other in teams to fulfilled work.

Remarks

o goal oriented mode of working.

How can it be developed:-

- By organising festivals in office premises
- get together meetings
- Better Recruitment policies ~~concern~~ matching the values and practices of person & recruited & organisation.
- 360° feedback appraisal
- Culture of merit
- Mutual admiration & respect.
- Proper induction training to get the point in brief.
- Proper acquainted with policies of organisation.
- Allow informal groups to sustain but within ambit of overall organisation goals.

Need to explain every bullet in brief.

2½

Remarks

Q8. One of the foundational value of public service is 'Selfless Service'. But life is not so black and white. There are grey areas that pushes to compromise with situation to survive. In this context critically analyze and illustrate whether a civil servant can serve 'selflessly'.
(150 Words) (10 Marks)

A Civil Servant is bound by duty to serve the
 mandand in the pursuit of doing that he
 should not hesitate even if it happens at the
 altar of his personal interests.

Begin
 with
 selflessness

Oftenly it is argued that life is not
 black & white. There are grey areas here
 people tends to say sometimes we have to

protect our self interest as overall we are
 all the part & parcel of each.

- to promote our self interest - promotion,
 appointment -

- kin's interest - Red tapism, favouritism
 & family safety.

However, I argue that once the
 person joins the civil services that day
 only he has surrendered his personal
 interests to the cause of nation.

Remarks

Persons like Ashok Khimka who are transferred more than 20 times in less than 2 year span.

Surge Hark Nepal was suspended for her activities & salary to ministry in up

Portrays that these officers continue

to put selfish service

If persons like them can do this obviously then they have presented us a Right Precedent for us to follow.

2 1/2

Relate it to the content properly

Remarks

Q9. What do you mean by Trust? How this value will help you in becoming a good Civil Servant? How a Civil Servant can sustain trust in his entire career? What are the challenges in doing so? (150 Words) (10 Marks)

Trust means to rely, to put our trust upon somebody is to rely upon somebody

Helpful

~~to~~

- will ensure cohesion at workplace
- uniformity in working
- Better morale & motivation
- Consensus based working
- Believe in superior or subordinate's ability

to sustain

be always updated with emergent situations

Ready to take up challenges

- objective decision making
- Asserive ~~to~~ decision making when order is pessimistic
- always remain optimistic even in adverse situation

Need to elaborate these bullet points

Remarks

- will-do & can-do attitude.

Challenges:-

- Future situations always uncertain
- trust can be broken
- If invariably most trusted people turns out to be a back stabber.
- it takes time to develop trust upon somebody. Not an overnight affair.

2

Remarks

Q10. "Where law ends, discretion begins, and the exercise of discretion may mean either beneficence or tyranny, either justice or injustice, either reasonableness or arbitrariness". Discuss with reference to the need of ethics in administration.

(150 Words) (10 Marks)

What is its significance here?

Not making sense here

In the Weber's model of Authority he defines 3 types of Authority i.e. Charismatic, Rational

Legal & Authority

Legal authority is bound by rules & procedures while Charismatic Authority is not limited by laws. Merely

Person exercising the Authority may as per whims & wishes can overrule one's justice. Stick to the content only!

Moreover it is also noted that since circumstances are so variant to not @ everything can be codified in laws so discretion will invariably come into play. Hence comes Role of Code of Ethics :-

- It will provide a course of action in situation of dilemma.
- helps to determine the utilitarian advantage of what is in the betterment of higher number.

Remarks

of people.

- will help resolve ethical questions of when
lawyer to take.

- a moral conscience keeper.

- will put a limitation on voluntary
~~discretion~~
arbitrary behaviour of civil servant.

2

Remarks

Q11. Despite his charity, his integrity and his loyalty, Karna, one of the mightiest characters of Mahabharata suffers all his life. What a public servant can learn from the life of Karna? (150 Words) (10 Marks)

Karna supported the Kauravas in the epic battle of Mahabharata.

He misinterpreted the dharma - his duty. He gave preference to his duty of friendship over his duty to truth, humanity, etc.

Public servant can learn:-

- to be outcome oriented not be process oriented
or rule bound public officer.
- our duty of public service be always held high in the minds & heart of public servant.
- our personal interest should always be sacrificed to the interest of national cause.
- Customer / Client oriented mode of working by observing & redressing the grievance of customers.

Remarks

- doing services with empathy.
- to embrace diversity by giving mutual respect & admiration to fellow colleagues & achievement
(Karna never admired Arjuna's prowess in archery).

- ~~to~~ primarily for outcome not on the rules & procedures. Why are rules & procedures there?

(Karna give primacy to help his friend duryodhana and to succeed in short term gains)

- have long term focus & holistic development in mind as opposed to current or present development

2 1/2

Remarks

Q12. Do you agree that one major step for reducing malpractices in organisation is providing accessibility of complainants to people? As a head of the government organisation what steps will you take to provide access to grievance redressal properly?

(150 Words) (10 Marks)

- For Reducing malpractices a major step is providing complainants to people. Because :-
- letter interface
 - Effective communication & information delivery
 - fear of leakage of information gets precipitated
 - whistle blower get empowered
 - greater chances of redressal as people feel safe to report directly

Steps to provide access to grievance redressal :-

- Prepare a well codified Citizen charter with explicit provision regarding timeliness, dates, procedures of grievance redressal.
- ensure officer appointment through transparent procedure, persons of embonage, integrity & objectivity to be appointed.

Remarks

- Set up single window
- geneance procedure
- mechanism.

How would it
strengthen
geneance
procedure?

- Protein to antibody etc.
- any leakage of antigen separately antibodies.
- antibody to antigen & attached to parent
- detection.
- procedure of spread from geneance often.
- three gene.
- existing geneance are reduced with help

21

Q13. Temperance and Prudence fetch respect from colleagues rather than the high intellectual level. Do you agree? Illustrate with example. (150 Words) (10 Marks)

Temperance & Prudence quality as better attributes of effective interpersonal relationship to an extent it fetch respect from colleagues better than high intellectual :-

- to work & act according to situation requires

Prudence.

- to embrace diversity - temperance is needed.

- for error tolerance & cumulative performance temperance is required.

- Contingent situations, unique circumstances warrants

Prudence - to take driver's seat.

Thereby temperance & prudence gets

more respect from colleagues than high intellectual

as intellectual might not embrace & acknowledge

the opinions of fellow colleagues, egoistic

behaviors, always relies upon own wisdom.

Remarks

Eg:-

A person 'x' having more intellect but not having temperance & prudence as compared to person 'y' having less intellect. **What does this example signify?**

But in emergent situation it is the prudence which comes handy and it is cumulative problem solving as diverse opinion always yields better result. thereby fetch better ~~respect~~ from colleagues.

here ~~by~~ would always invite more admiration from fellow colleagues.

(2 1/2)

Remarks

SECTION - B

In the following questions carefully study the cases presented and then answer the question that follows:

Q14. Ragging usually begin as an innocent tradition to get new students acquainted with each other but has gradually become a method by which anti-social elements of the institute assert their dominance on the campus.

You are Vice-Chancellor of a university where 20000 students are enrolled. Every year the cases regarding ragging of fresher students by the seniors are reported. Recently a fresher student became victim of frequent ragging and sometimes violence when apparently he defied irrational and vulgar demands of the insensitive seniors. He complained to you related to that next day. Answer the following based on the above case:

- What would you do to restore the loss of self-esteem, to the victim?
- How will you remove the feeling of helplessness and being let down in freshers, for no fault on their part?
- If the students involved in ragging are identified, what will you do?

(250 Words) (20 Marks)

The present case portrays the ill practice of Ragging widely prevalent in our educational institutions particularly in 11th & medical where usually freshers are subjected to such torments at the hand of certain anti-social elements.

a) To relieve loss of self-esteem :-

legally
- would make him aware about the anti-ragging Act whereby these acts are punished as cognisable offences.

where do you find it?

- make him acquainted with anti-ragging grievance cell officer who might take care of his complaint.
how would it restore his self-esteem?

socially

- would console him that these seniors has themselves undergone such practices.

- Every next student is subjected to such practices. However if it is done in good humour it can be treated as mere acquaintance or familiarity practices.

Remarks

Not sensible.

- However in the present case the fresher has been subjected to violence also so I would console him that the perpetrator would be brought to justice.

(a) to make establish familiarity with other fellow companions or colleagues by organising a get-together of freshers.

- Can ask seniors to give a fresher party to freshers and a committee apologizes for their mistakes.

(b) Feeling of helplessness :-

- would personally visit the campuses of various colleges to check the veracity of happening of such incidents.

- would meet with student leaders & ask them to curb such ill-practices.

- would check whether the grievance cell & the ~~department~~ respective officer has been duly appointed or not.

- Can place some beat constable to check those practices taking shape of violence. Need not jump to police

- Naming & shaming of past perpetrators can be done whereby their name could be shown on official website of

College - would act as deterrent

- setting up an inquiry panel to establish the truth

- ~~can~~ organise a acquaintance meeting of fresher & seniors - will ensure that seniors do not do ragging in garb to getting familiar with freshers.

- giving certain posts of administrative positions of college to freshers like symposium (College Parliament of HINDU

Remarks

1 1/2

to police

2 1/2

(College; Delhi University); Cabinet posts can be given to freshers.

(C) of identified

Short-term

- if the issue of practices was very serious and entails physical and mental stress on the freshers. I must consider the strict step of investigating the student so that it could establish as a deterrent & a good precedent. Won't it spoil life of the very student?
- if it was mild, then can consult with the person victimised & taking into consideration his opinion and the legal articles of Anti ragging ACT? might give him a warning or suspend those perpetrators for few days.

It does not exist at all.

Long-term

- Sensitisation programmes in colleges regarding the moral issues and the mental harassment that it entails.
- An 'Honour Code' while admission. If found engaged in this kind of activity post admission, must invite

Make it clear investigation.

- strict implementation of Anti-ragging ACT by establishing grievance procedure & cell.

- Raghavan - Committee recommendation on ragging is worn driving into. Not required

Remarks

Q15. Consider this latest trend in the Indian society. Girls are coming out, that is new India. They work in late and night shifts. They travel desolate and lonely places alone or with their team mates and bosses for work. The mindset of a major chunk of educated and uneducated males both in India, however, has not changed as fast and girls remain vulnerable on bus stands, metros, roads, subways and offices. This is evident in almost all the metro cities and even in some small towns and villages. Answer the following questions:

- Suppose you are the police head of one such place where working girls are assaulted very often, what will you do to stop such a menace?
- If you have to have an interaction with Chief Minister and Home Minister of the state, what would be your suggestions for improvement of such situations in the metro cities of your state and small towns or villages?
- Will there be any difference in your approach with regard to metros and small towns/villages in this regard?
- Is there any need to meet people in this regard on the available forums in the area? What will you convey? (250 Words) (20 Marks)

a) As police head I can,

legally

- appoint best constable to create deterrence. → How?
- E-able to surveillance. Use CCTV, etc. - fear of getting caught. example: Bengaluru. eve-teasing was caught in camera
- ~~land~~ and electronic database of vehicle entering & exiting the area & cross checking with officers of adjoining area

- making people aware about various guidelines of sexual harassment at workplaces

socially

- can ask the Corporate Bodies to follow example of Kerala - Pink Bus
- the box - registering complaints
- panic button in mobiles to raise alarm & inform

Remarks

How about helpline number?

about ensuing dangers.

b) If we had interaction with C.M & Home :-

- Can ask them to overhaul the public transport facilities by multiplying the Pink Buses

- strict supervision of coaches in local trains, seats in trains & Buses.

- good provisioning of street lights & traffic police be appointed at hotspots of such incidents.

- Panic Button be made compulsory in handsets - smart or basic phones.

- mass awareness campaigns basically taking into account the Role model. Eg: Kangana Ranaut talking about sexual harassment in initial phases of her career.

- possible detour that one day every evil will be exposed.

c) Difference in approach with respect to metas :-

- since people are more inclined to computer enabled, digitally connected

- a online campaign is more suited here.

- Due to cosmopolitan polity of metas, circulate would have to be in different languages, for effective communication.

- Police volunteers (women) - like practiced in Kangana - suddenly can be launched as pilot project.

Remarks

- Modern aids to surveillance can be better implemented as accessibility to both electricity & internet high
- Culture of gender-sensitivity at workplaces. By portraying examples of successful women like Indira Nooi, Chanda Kochhar.

Small towns / villages

- Since low literacy & less penetration of internet.
- door to door awareness campaigns, Panchayats, Beed Constables,
- Community Policing as lesser number of people & more people involved in each area.
- wall art on village schools wall & roadside as practised in Argentina.

(d) yes, there is a need to meet people.

- Raise alarm & make people aware about the rising issue of gender equality.
- guidelines of Vishaka case vs state of Rajasthan be implemented in letter & spirit by corporates.
- Internal complaints authority be established.
- Women should not be treated as mere adjunct or Corollary to male counterparts rather better help.
- Had it not been the contribution of women, many development our country has witnessed would not have been possible.

Remarks

It is estimated that with women's contribution India's GDP could increase by 2%.

Do not use this space.

2 1/2

good

2

Q16. A young civil servant, after completing his training schedule, joined an assignment in a government department. He as a young and zealous officer tried to implement the ideas for change and improvement in the existing system by adopting innovative ideas and out of the box thinking, but found hierarchical set up too feudal in mindset to allow new thinking and experiment. He was very frustrated to find that he was just a small cog in the system with no say at all in the decision making. He also found that there was no mechanism to raise the issue without attracting the ire of his seniors. He decides to quit the job, which is too monotonous, onerous and lacking in space for 'new things' and liberty to make things better. Answer following questions:

- (a) What are the issues that a new entrant into the service face?
 (b) Examine those issues and find possible solution. (250 Words) (20 Marks)

Case Present = the classic example of prevailing bureaucratic culture prevailing over system which is often pitted against the innovative & creative fresh minds of new entrants. Unfortunately it is the former will sit at driver's seat & latter which follows.

a) Issues :-

- o Feudal & bureaucratic mode of working.
- o overemphasis on the process oriented working as opposed to new entrants' mindset of outcome oriented working.
- o undue adherence to rules & procedures.
- o No spirit of entrepreneurship - only following the established norms, mode of working. thereby suppressed the notion of creativity & innovation.
- o No Incentivization to roam & venture into uncharted territories.

Remarks

- o No customer / client / people oriented working.
- o High level of deactivation in employee working.
- o Absence of transparency, objectivity in matters of appointments, promotions.
- o Preference to goeman, yesman people, psychophants over the persons bringing new ideas on the table.
- o Adverse to the new spirited people joining the services.
- o Seniority based promotion not merit based promotions.
- o Lack of Recognition of Initiative taken etc.
- o Kinship, Red-tapism & Bureaucratic delays has become the hall marks of Civil Service.

31/2

b) Possible solution

- o Give preference to merit in matters of promotions, transfers, appointments.
 - o Do proper work study & define pay package in terms of initiatives taken without assuring security of fixed wages (salaries).
- This could be permanent solution to providing Incentivization for innovative minds.

Remarks

— Need to discuss change at both institutional & individual level separately.

o 360° feedback performance appraisal - ~~has~~ as if person is evaluated only through superiors. It results into issues of favouritism, ~~hobnob~~, overall & comprehensive 360° feedback appraisal.

o Over-emphasis on rules & procedures puts constraints on prompt & spontaneous decision making. thereby makes mode of working ~~outcome~~ outcome oriented.

o As previous year budgeting problems can be carried forward this year → zero based budgeting.

o Any initiative to show result need time. Prakash Singh case, 2006 guidelines for minimum tenure be adhered in ~~letter~~ & spirit.

o A proper grievance redressal also needs proper investigation. Padmanabha Committee recommended for

separation of investigation & ~~less~~ to order, functions can be implemented.

thereby by incorporating Prakash Singh case guidelines, Sri Sarabjee Committee's recommendations

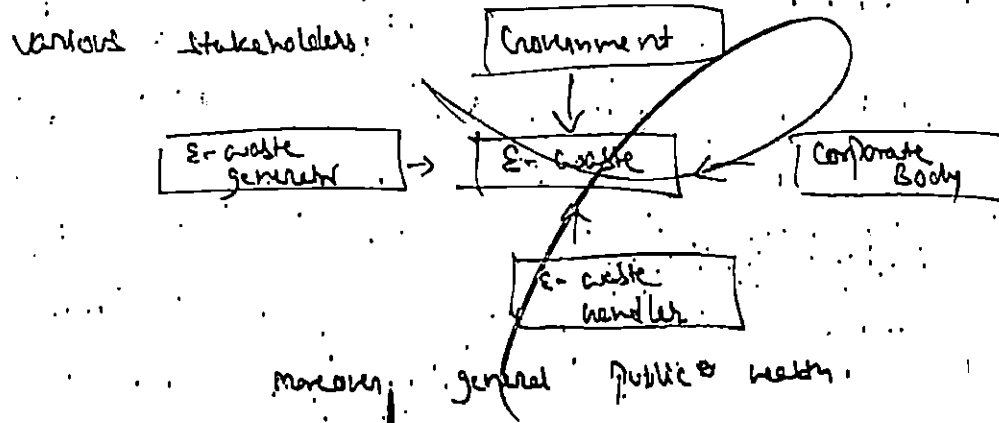
performance can be improved. And leaving the job will not be best option. It will set wrong precedent.

Remarks

31/32

Q17. Consumer Oriented growth combined with rapid product obsolescence and technological advances are new environmental challenge - the growing threat of "Electronics Waste" or "E-waste" that consists of obsolete electronic devices. Though the government has designed E-waste management rules but the implementation of it are poor. As a head of NGO what steps can be initiated to provide skill to the informal workers which are handling the e-waste and suffering from diseases arising due to it. Further how you may bring different stakeholders at one platform to initiate implementation of E-waste Management Rules. (250 Words) (20 Marks)

Due to rapid technological advancement, yesterday's innovation is rendered obsolete on today itself thereby amplifying the e-waste generation. India is not far behind in rate, rank 5th in total e-waste generated worldwide.



Steps to - train

- o Making out a list of informal workers engaged in such practices.
- o As Aadhaar has penetrated upto levels > 90%. The list can be seeded with Aadhaar for better removal of inclusion & exclusion error.
- o Training assistance from expert agencies handling e-waste like Ahmedabad municipal waste agencies.

Remarks

- o Hire few Professionals for certain days to train the workers
- o For expenses I can ask a taken money of 10 rupees from each worker. Considering the sheet size of paper Even the taken money cumulatively could be huge.
- o Providing demonstrations to know real time experiences.
- o Vestibule training - a simulated environment whereby real life examples are put in to have better experience & to minimize errors.
- o If passed the training classes, a certificate may can be issued to verify that the respective person is trained.
- o This practice would enhance their employability & pay scale. Hence would naturally attract many informal workers.
- o Bring different stakeholders!
- o Corporates - making them realise their corporate social responsibility and legal requirements of extended producer responsibility.
meeting with corporate heads to bring them on table. That it is in their benefit of being legally shielded and economically feasible & ethically prudent.

Remarks

to initiate implementation of E-waste Rules:

o Workers - often all if they are able to let off their grievances at one platform whereby all the stakeholders meet. Truly they will not ask for anything more.

o Government - Prime responsibility to serve citizens & uphold law of land. By following Rules both are done. So ~~it~~ ~~best~~ to ~~of~~ fructify, a common platform is best advisable.

o Road Builders - to use these wastes while building roads. They can best sort out a plan when all stakeholders meet.

o E-waste ~~and~~ generator - People in general, representative can meet ~~at~~ a common platform as part of their civic duty & fundamental duty to preserve

& protect the sanctity of Environment.

and moreover something which is in their betterment of health.

Thereby a win-win situation for all

stakeholders can be created after negotiations, deliberations etc.

Remarks

→ Does only workers suffer due to ewaste?
→ Do common people need not be aware of it?

61/2

Q18. You are a head of the IT department in government office. Due to the launch of Digital India programme, the work pressure has increased tremendously but you have poor manpower to handle the situation so you can either reduce the level of challenges to something more manageable or increase level of skill. But reducing the level of challenges is infeasible as you can't mould the outer circumstances. Hence, how can you improve the level of skill? How will you make sure that your colleagues accept the changes wholeheartedly?
(250 Words) (20 Marks)

Case presents the plethora of issues which a enterprise faces when they resort to digitalization & how it affects the morale & motivation at workplace.

To improve level of skill.

Attitudinal

- o By making employees partners in Business / government undertaking. By providing them benefits if current change in the mode of working.
- o ~~By~~ Implementing Bonus pay for better performance besides security of fixed salary.
- o security of tenure by promoting culture of error tolerance.

Technical

- o Training
- E-learning, Web-learning, Internet learning & let employees learn at their own pace.
- Under study, coaching, demonstration after the work hours before leave.

Remarks

- working from home for increasing comfort & ease of work.
- by outsourcing non-core activity to focus on core competencies.
- overtime Bonus
- virtual competition on every day basis to finish the work on day-to-day basis. And the recognition of the best performer on notice board or official website of company.
- By bringing in experts / professionals to provide on-the-job training.
- learning while doing - By promoting culture of trying - failing - trying - parting.



Incentive Acceptance

Economic

- o security of tenure & by assuring that they would not be retrenched for erroneous working.
- o stability of income besides Bonus - to provide stable income.
- o Incentivization is better performer points would be considered in promotion & better appointments.

Remarks

Why are you repeating same thing under

different heading?

Behavioural Change:-

- o Culture of mutual respect & recognition of better performers & achievers ✓
- o leading by example by myself leading the pack with best comprehension of the new mode of working.
- o Boosting up the morale & motivation of workforce by allowing them to work from home, or flexibility in working hours.
- o making them realize that short term pains has to be endured to attain long term gains.
- o showing them the growth prospects of company if digitalization is adopted.
- o And their respective enhancement in pay-scales & grades if properly adopted the new mode of working.

7/5

Remarks

Q19. Due to the contemporary developments in the information technology and convergence, the accesses of adults and children to media including variety of entertainment have increased. The children have impressionable minds and the quality of entertainment would have a bearing on them even when they grow adults. One moderately rich family has two children who have given mobile phones to their children with internet connection so that they can complement their studies with huge amount of information and aids available on the internet. Father encourage children to 'grow with the technology of their times' and rather than 'forcing discipline' on them. However, there is also misuse of information technology. The students are engaging in many undesirable activities outside the school, especially their exposure to many computer games (Blue Whale Challenge, Dead Space 2, Mortal Kombat, Medal of Honour, Call of Duty Black OPS, New Vegas etc.), which are known to be fatal and addictive, impinging on their education and value systems.

Answer the following questions:

- What steps parents can take to stop such new and pervasive kind of menace due to the unrestricted use of the computers and mobile phones?
- What is the importance of "forced discipline" in this case?
- How can discipline be sustained for a long time without discontent of the subjects?

(250 Words) (20 Marks)

Case typified the case of growing digitalization which entails numerous benefits but at the same time it brings with it certain challenges. Basically the vulnerability of children is the undesirable content on websites.

a) Steps parents can take

- using phones under the guidance of elders or parents.

- definite time frame in which they can use smartphones.

- Can use certain filters in the Android.

Remarks

handles so that children would not have access to such malicious contents ✓

- o Putting internet connectivity online only when they are in company of some guidance.
- o Regular and appropriate entertainment practices like outdoor or indoor sports, movie on weekdays, resorts, fun fairs so that they would not find for new avenues of entertainment.
- o Regular cross checking with teachers with respect to progress of children.

b) Importance of forced discipline:-

- It would restrict the flow of malicious content of internet into the innocent mind of children.

- Children invariably has little sense of self-discipline, self-restraint.

∴ Exogenous discipline warranted.

- to reduce the impact of any policies becoming addictive.

It would make them follow rules
 Applications
 regular

Remarks

- Recent cases of children falling prey to Blue whole challenges ~~whereby~~ they ~~are~~ laid out lives.

2

(c) - if it is ensured & assured that it is in the ~~best~~ interest of subjects.

~ Not only top-down but a bottom-up approach.

- Increase trust & automatically acceptability will be enhanced.

- Better flow of communication & information by talking openly about all practices of Internet - Child pornography, stalking etc.

2 1/2

- feedback & feed forward mechanism whereby subject also has say in the disciplinary action to present his case.

- thereby discipline can be sustained for uniformity, stability for long time without discontent of subjects.

Remarks

