

GENERAL STUDIES-2017

TEST- 861

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Ans-1 Ethical behaviour is a set of conduct which defines our response to situations of dilemma and difficult choices. Our ethical behaviour is shaped by many internal and external factors including our family, peers, school etc.

In this scenario role models are prominent factors. We tend to follow their words and their actions. In this light, we can give example of Mahatma Gandhi ~~whose~~ who had influence of Jesus Christ and Gautama Buddha. This led him as a non-violent peace loving man. He has further become a role model of people like.

me who try to emulate his teachings in day to day behaviours like respecting all living beings, acting for the goal of upliftment of poor etc.

Thus, role of leaders becomes all the more important especially in organizational framework where they can take following actions to integrate ethical conduct:-

- Leading by example:- Showcasing and following the ethical conduct themselves.
- Regular training:- Sessions, classes and practical training will help people remember what organization stands for.
- Peer-to-peer review:- Ensuring healthy feedback mechanism will enable people to improve.
- Well-written code:- A clear, concise and comprehensible code will help people understand ethical framework better.

Ans. 1(b) The primary task of a leader or a speaker is to communicate her message to the listeners well. Only then they can ensure that the listeners heed their call.

Thus, a speaker need not only be a credible figure and an intelligible and effective communicator, she also needs an emotional connect to with the audience to ensure that the message is internalized.

Ex- Mahatma Gandhi had the sheer ability to mesmerize his crowds not only due to his the respect he

commanded or correctness of his words, but he was able to connect with the grievances of millions, became one of them.

Thus, a leader/speaker needs not only integrity, rationality etc. but needs empathy at foremost. Only by understanding the emotions and state of mind of listeners can they effectively connect with them and ensure their message is received clearly.

Thus, Aristotle is said to give equal preference to pathos. ~~also~~ Although, we need to remember that all qualities in equal proportions make an the speaker an effective leader.

Ans. 2(a) Public funds are important tools to effect socio-economic development. These funds come from taxpayer's pockets and belong to the welfare of citizens. However, their utilization by civil servants see various ethical challenges:-

→ Challenge of misappropriation:- Kautilya said, honey on the tongue it is difficult not to taste it. Corruption in public life is a big issue. Ex → Coal scam, 2G scam

→ Challenge of carelessness:- Since public fund is not property of civil servant, he/she may not care for its optimum use.

→ Challenge of unintended consequences.

Ex → public funds for clearing forests for agriculture may lead to climate change impacting it.

Thus, proper strategy to deal with these challenges is required.

→ Promoting e-governance :- It will bring transparency in utilization of public funds

→ Promoting civic participation :- Monitoring of fund usage by citizens through apps, RTI, website etc will lead to greater accountability.

→ Evaluation of end usage of funds :- Assessing both intended & unintended consequences will lead the fund to better usage.

Ans. 2(b) World is going digital with rising use of internet among the population especially the youth. With this, comes the rising use of social media as a channel to express one's views more freely.

(a) This has various impacts on social culture:-

→ So we become an outward looking society due to exposure to different ideas.

→ Social media exposes us to various cultures and helps in a cosmopolitan society.

→ Social media also becomes a ground for spreading social awareness about

ills like casteism, women inequality etc.

Impacts on political culture :-

- It raises our political awareness by getting exposed to ideas more easily.
- Social media has become a platform for political mobilization and propaganda.
- It has led to greater civic participation.
- It has also become ground for caste, parochial agenda and polarization.

(b) Its impact on changing attitudes :-

- It helps in greater awareness of youth in current affairs of nation.
- It helps in people becoming more responsible seeing examples of active citizens.
- It however may also lead to youth getting misled to parochial, polarizing and even criminal activities.
- It may make them more averse to active social life.

Ques 3(a) An organization's work culture may define its performance, output as well as defines what the organization stands for. It means the working environment, norms and attitudes that the employees are expected to follow.

Its components are:

→ Peer relations: The level of interactions and engagement employees are allowed to undertake.

→ Peer review: It denotes feedback mechanism and active discussion of making people know what we feel of their work.

and attitude.

→ Flexibility in decision-making: How much employees are allowed to own their work.

→ Fun-activities: allowing extra-work activities to relieve stress.

Key issues which need to be addressed:-

→ Preventing an environment of regressive competition, where employees want to progress at cost of others.

→ Preventing an environment of undue pressure, and preventing a punishment oriented discipline mechanism.

→ Preventing rigid hierarchical structure and allowing greater flexibility to employees.

→ Preventing an intimidating environment where only work is treasured.

Ans. 3(b) As an individual, we have certain rights which we are entitled to at all times. However, as a member of society, we are faced with certain norms which define what is right. Often these two scenarios come in conflict.

(a) Various ethical issues which arise are:-

→ Individual rights vs rights of community

Ex:- As an individual I may protest against firecrackers due to right to healthy environment. However, community has right to celebrate festival.

→ Sacrificing rights for the greatest good of greatest number. (Deontological vs consequential) :- Ex → Right to privacy vs social welfare of poor through Aadhar.

⑤ Thus, protesting against injustice often exposes these fault lines:-

→ We always have to keep in mind the setup of community and social conception of rights. Ex → protesting against gender discrimination in India may be more fruitful than Saudi Arabia.

→ We also have to look broadly whether injustice to one is justified for sake of greater good. Ex. while protesting against torture of terrorist it would be worthwhile to look if it prevented a bomb blast & saved lives.

Ans. 4(a) The debate between rights
of individuals vs. rights of community
has been going on for ages. Deontological
approach prefers dignity of every individual,
where consequential approach prefers
greatest good of greatest numbers.

Deontological approach calls
that every individual is an end in
herself. Hence, interest of community
are constituted by interests of individuals.

Ex → In present context, we may talk
about interest of community in creating
lamps for water availability. But if
homes of certain individuals are rooted

then it may not be in the interest of community too.

Consequential approach talks that if interest of community is getting served, then interest of individual may not be worthwhile to look at. Ex. in US gun-carrying law, it may be possible to argue that such a law is detrimental to community although it may provide safety to an individual.

In present times to ensure better social harmony and individual good, synthesis of both approaches and balancing between rights of individuals and interest of community has to take place.

Ans 4(b) Political ethics refers to set of norms, principles and attitudes practiced by political participants including parties, government as well as voters.

It is true that vision and intentions are important components of a healthy political process. Especially a well articulated vision by political parties will enable them to adhere to highest set of honest and transparent participation and respect mandate of people. Similarly well-established and articulated intentions are necessary to instill faith of voters

in political process.

However, only vision and intentions are not enough. As is seen, despite above components in political manifestos of most parties we see money power and corruption. Thus, thorough procedure, implementation and tools are also required.

Ex → Internal party democracy should be mandated by law. Similarly a fair electoral procedure and model code of ~~code~~ conduct ensures prevention of unethical practices. Various tools like RTI, e-funding and income tax filing also ensures accountability.

Thus, despite best intentions and well articulated vision statements, rule of law and fair procedure is required for ensuring monitoring.

Ans. 5(a) Swami Vivekanand has been one of the tallest Indian reformers and philosophers whose teachings hold relevance to this day.

Swamiji believed that the highest worship form is service to mankind. For him man needs to follow the principles of selfless service to poor in form akin to following one's religion. In today's society, where we are running towards material pleasures ignoring the vast numbers of

hungry and poor, his teaching held highest relevance,

Swamiji also talked about inter-faith equality and harmony. He was a preacher of Hinduism, but his religious outlook was never parochial. His universalism is relevant in today's era where society is more polarized than before, and religious chauvinism is on rise.

Finally, he talked about forward looking religious outlook. He was a rationalist who believed that religious principles not in consonance with human dignity are not true religion. Today when superstition and mindless following of godmen still continue, we need his teachings more than ever.

Ans. 5(b) India has one of the highest poor in the world. Thus, quality welfare services is one of the highest priorities of our nation.

(a) Vulnerabilities often are one of the highest causes of poverty. These are deprivations ranging from gender inequalities, to disabilities to caste subjugations.

In this light any welfare approach should not only target economic poverty, but also

enhancing capabilities to utilize resources and economic welfare to fullest.

Quality basic services like education for women, employment for youth, social welfare for elderly, inclusive infrastructure for disabled can go a long way in empowering them. This will enable them to become active contributors and not just passive beneficiaries.

(b) However service delivery has following challenges:-

→ Leakages in fund disbursement. Ex - misappropriation of elderly pension by corrupt officials.

→ Mis targeting:- Deploying services in areas where need is the least missing most vulnerable sections.

→ Low amount of fund disbursement.

→ Bureaucratic procrastination and lethargy

Ans 6: Emotional intelligence refers to the ability to recognize, analyze and manage our emotions as well as that of others.

Emotional intelligence is influenced by cultural moorings as much as it is an individual attribute. Various factors ~~determine~~ determine our EQ:-

→ The family values and ethos enable the formulation of mental stability. A mature home environment will lead to

better EQ.

→ Social stability:- A harmonious and forward looking society enables us to develop better mental faculties.

→ Religious teachings:- Following religion in spirit of inclusiveness allows us to better understand multivarious perspectives and gives us spiritual stability.

EQ. has following differences in Indian & Western cultures:-

→ In India a community oriented mindset is considered as better emotionally stable. In west, however, a person who is focussed on individual betterment has better EQ.

→ Living with parents is considered a sign of emotional stability in India whereas living independently is preferred in west. Thus EQ has great contextual differences based on culture.

Ans. 7. RTI (Right to Information) has enabled citizens to demand public documents and informations from government ~~also~~ departments. It has led to following successes in governance reforms in the country:-

→ Participative governance:- Citizens can now participate actively rather being just passive recipients.

→ Transparency:- Availability of public documents has led to more transparent functioning

→ Accountability:- Government is now

more accountable as the citizens are always watching.

All these factors has led to good governance & better delivery of services.

The success of RTI has although mixed responses.

Positives :-

- It has led to unearthing of various scams. Ex. fund disbursement in NREGA.
- It has led to empowerment of citizens.
- It has realized goals of citizen-centric governance.

Negatives :-

- Act has various loopholes which leads to denial of information most of the time.
- Low awareness about RTI
- Misuse of Act for political purposes.
- Poor implementation of provisions.

RTI is nonetheless imperative for well functioning government. The bodies need to be filled to make it more effective and responsive.

Ans. 8 Elections are the platform for realizing representative democracy of India. As much as ideals and values are a component, money is also imperative for effective political participation and mobilization during elections.

(a) In India, however, money has led to a vicious cycle of corruption.

→ Money is used to entice voters.

→ Money is used by corporates to gain favours from future governments through political funding.

→ Money thus acquired through funding is used in unethical practices to win elections

→ After coming to power, this leads to corruption and lobbying, to favour party supporters.

(b) In this light state funding has received mixed responses.

Positives

→ It will enable enforcing electoral reforms like RTI, internal democracy etc.

→ It will bring parties to equal platform

→ End corruption, unethical means and criminal activities

Negatives

→ It will be detrimental to newcomers and small parties.

→ It may not bring any change as parties will continue in illegal funding

→ Diversion of money from social sector to political funding

Nonetheless, state funding of election along with options like transparent funding, mandating income-tax filing etc. are necessary for free & fair elections.

Ans. 9. The case here presents dilemma of conflict of duty. As a developmental officer it is my duty to ensure modernization of city as well as inclusive growth of all sections of society. These two duties are at conflict.

(a) Thus, I face following challenges in this scenario:-

→ Prioritization of the conflicting duties as mentioned above.

→ Challenge of urban development and planning which can seriously hamper city's growth as well as life of its residents.

→ Challenge of employment generation for numerous poor who may not be getting fruits of city's modernization.

→ Challenge of 'ease of doing business' which often comes at conflict with

inclusive growth.

- Improving rural infrastructure and preventing the inconveniences arising there
- Managing limited state resources and budgets for best overall development

(b) Hence my priority will be to balance between requirements of all sections of society, improving employment as well as rural infrastructure.

- First & foremost rural infra needs to be updated.
- Second, employment generation has to be ensured.
- Third, urban planning has to be improved to ensure ease of doing business
- Thus, I will take following steps:-
- I will put a proposal in front of MNCs assuring them of full state support

but they should put aside a section of their CSR (Corporate Social Responsibility) to improve rural infrastructure.

→ At the same time, the expansion of MNCs is also good for overall investment sentiment & foreign exchange. Thus, I will talk with state government for requisition of additional central funds for the purpose.

→ I will also involve media to highlight both aspects of developmental planning. This way centre will be more willing to disburse more funds & media pressure will prompt MNCs to boost CSR for rural infrastructure.

These steps will help in gathering funds for both aspects of developmental planning.

Ans.10 The case here is inherent in the very structure of society as a deeply religious one. Often for religious sentiments, we tend to overlook the inherent contradictions of our actions. This has historically led to injustices like sati, casteism, untouchability etc.

(a) In this light, following are the reasons for people's defiance :-

→ An urge to defend the sect's identity which people relate with the religious leader.

→ Another reason could be the presence of the leader's men hired to evoke emotions in the people against the arrest. These men may also be present in crowd.

→ Superstition among people which leads them to believe the leader as an incarnation of God.

(b) Thus, for me as an SP, following issues are present:-

→ To ensure the implementation of justice by carrying out my duty to court vs. my duty to ensure law & order in the district.

→ The issue of superstition and religious extremism inherent in society

→ Issue of maintaining safety of women and children who are present in crowd among other unsavoury elements.

→ Issue of religion as a business which self-proclaimed Godmen have started playing with emotions of people.

→ Issue of illegal activities being carried out in name of religion and possible terror angle.

(c) Hence, among these challenges I will follow given plan of action.

→ First, I will take a stock of situation
↳ The number of people involved
along with vulnerable sections.

↳ Police resources required to maintain law & order in case of an outbreak or violence.

↳ Challenges which may be faced due to ammunition in air.

→ If the situation seems uncontrollable within span of 2 days, I will send a report to court appraising them of situation asking for more time.

→ I will then keep the forces on standby in case any emergency arises along with medical personal to take actions if any injuries occur.

→ Emergency shelter, safe places and hospital tents for vulnerable sections like women & children.

→ I will politely request the crowd.

to vocate the shelter and let the law
take its course.

→ I will also involve media to highlight
crimes of the leader to make people more
aware and convert their opinion.

→ If situation doesnot improve, I
will order a march on the ashram with
strict instructions not to touch innocent
people.

In long term, I will
lead campaigns to make people aware of
harmes of superstition and vet the applica-
tion for any such ashrams and constantly
monitor their activities.

Ans-11 (a) The scenario here present ethical dilemma to Ramesh on various levels :-

→ Dilemma of his loyalty to the nation vs his loyalty to his organization.

→ Dilemma of doing his duties diligently through reporting spill vs his duty to his family of providing stable income.

→ Dilemma of risk losing a very good job at a time when his career path seems robust.

Other ethical issues involved are :-

→ Issue of environmental degradation because of corporate/developmental activities

→ Issue of corporate negligence in ensuring compliance with the law

→ Issue of government apathy which ignored such a huge oil spill.

(b) Options available to Ramesh are following :-

① → He can keep quiet since no harm has been done.

↳ Although, it has been a long back incident, still there may be repercussions like exposure or hidden consequences.

↳ Further, by keeping quiet, Ramesh may ensure his career security, but is breaking the law which may implicate him in future.

② He can expose the company by reporting the oil spill.

↳ In this scenario, he will risk losing his job as well as, it will be against his organizational loyalty.

③ He can create a consensus within the company to report the oil spill.

In this way he can keep his job, risk his respect within the company as well

as in society and ensure his duty to nation
(c) I would have liked to follow
the final option first i.e; option (3).

→ Remind breach of the duty of organiza-
tion.

→ Create a report of all the facts and
present it to head office of organiza-
tion urging them to consider it on
following grounds :-

↳ By preventing news of leakage,
organization is doing diservice to society
and nation.

↳ If the issue gets exposed, the orga-
nization's reputation will be tarnished. But,
if organization itself admits its mistake,
it may save some respect in hearts of
people. Further government may also
show leniency in giving punishment.

→ If organization maintains its stance
of not reporting, I will start looking
for another job in case they choose

to force me and then ~~also~~ report the oil spill to government as per option (2)

↳ I may have to contend with a low paying job, but my image will be improved in society.

↳ Further, since I am a hard-working person, I will do good in the other organization.

↳ I will also gain self-respect and society will be benefitted at large.

↳ It will also prevent any such mis-reportings by other organization in future.

Ans. 12] The scenario is one of recent concern of social media being exploited as a means of harassment, bullying & cyber-crimes. In this case I am faced with the dilemma of ensuring profitability of organization vs ensuring safeguards to prevent social crimes.

(a) Options available to me are:-

① → Continue with the lose norms of making profile dealing with crimes on case bases.

↳ This option may lead to profitability in short run, but female users may start voicing / new female users will be deterred to make account. Thus long-term losses.

↳ Government may curb down on website

↳ Also it will earn bad reputation to the organization leading to low popularity

② More stringent profile making norms with proper verification to filter criminal elements.

↳ This may lead to lower profitability. Also with lower user base, popularity may also decline.

↳ However, in long term it will ensure sustainability of the platform.

③ Engage with various stakeholders like government, users, community, police etc. to come at holistic solution.

→ I will try to balance between option ① & ② to ensure profitability along with increased security.

→ I will also pursue innovative marketing solutions like special ads & products for female users to attract them. It will also make up for loss in revenue.

→ I will also pursue option ③ to implement security options via govern-

ment agencies to deter criminal elements. Also users and community monitoring will help to identify patterns to tackle such elements via technology.

(b) Though social media has emerged as a platform to connect with our peers in better way & express ourselves, it has also attracted unwanted elements. Thus, certain checks & restrictions are imperative.

→ For government:- It will lower in aidance of cyber crimes and fear of indoctrination and terrorism.

→ For women → It will help in preventing sexual abuse & make the platform safer with greater independence.

→ For children → It will ensure safe environment for children where they may get exposed to extraneous activities.

→ For criminal elements → It will deter them to pursue any illegal

activity
→ For social media → It will increase legitimacy of social media and help it gain its popularity in longer term.

However, restrictions should be limited & reasonable only for the intended purpose. Freedom of speech & expression must be ensured.

Ans. 13 Mental health is one of the most ignored issues in not only India but globally. In India, mental depression is often considered a taboo equating it with madness. In this light, in presence of intense competition in jobs & universities, mental health is increasingly becoming a concern.

(a) In this situation, the options available to me are:-

① → Stop pursuing his parents, focus on my own preparation and let my friend go home.

② → Ask my friend to defy his parents for the sake of his future and continue his preparation.

③ → Recommend him to go to a mental health hospital and say till he gets better and then continue his preparation.

④ → Ask him to pursue any other job, as civil services is putting undue pressure on him and risking his life.

⑤ → Let him continue his preparation, but support him to his fullest and help him out with his studies to raise his preparation level.

⑥ Continue convincing his parents.

(b) Option ① will not be good, as

he may not get conducive environment in his home, both in terms of facilities as well as support, since his parents are ignoring the problem.

Option ② is also not conducive as support of parents is very much needed for one to pursue this challenging task. Also, going on as usual may seriously put his mental health in jeopardy.

Option ③ is partially feasible as mental health institutions may not have a healthy and supportive environment. Instead it will

be more conducive if my friend says with his loved ones and near friends.

④ The option should only be pursued if he is showing inclination towards pursuing something else. Otherwise, advising to leave preparation may further lower his morale as a failure.

⑤ and ⑥ are best to pursue as helping hand from someone in same line will really help him to get him on his feet. Further, his parents support should be sought.

Thus, I would go with options ⑤ & ⑥
for stated reasons.

Ans. 14 The given situation highlights the ~~fact~~ fact associated with AIDS in our country. A similar case has put dignity of an individual, office environment as well as organizational reputation at stake. Thus as MD of company and a responsible citizen it is imperative for me to deal with situation.

(a) Merits :-

- The step will enable a conducive working environment as other employees will now be more comfortable.
- I.T will save reputation of company
- It will save M.B. X from humiliation and ensure a workable future.

Demonstrations :-

- It is ethically wrong to ignore the discriminatory behaviour.
- It is also against company policy as she was officially discriminated in

- departmental meetings
- It may let such practices continue in future.
 - She may still reveal it unofficially and it will tarnish company's image.

(b) Merits:-

- ~~She~~ She may find the environment conducive in other department.
- Company's image will be saved.
- Her job will be saved.

Demerits:-

- She may still face discrimination in the other department.
- This is akin to brushing matter under the carpet and will not solve the underlying problem.

(c) Merits:-

- It will give just warning to any such future practices.
- It will also help her regain her

dignity

→ Company's policy will be reaffirmed.

Demerits:-

→ It will ruin office environment permanently

→ Ruin her relations with colleagues.

→ It may impact on productivity gravely

Thus I will pursue following course of action:-

→ I will partially follow option (c) convincing her of staying in office, however, I will first call an informal meeting of employees. If we

→ I will appraise them of situation and clear any misconceptions they have about her illness (only with her permission)

→ I will arrange a session on AIDS awareness for employees to clear any taboos about the disease.

→ I will arrange a company trip after that, so that all employees

can better integrate emotionally with Ms X.

→ At the same time, I will issue official memo for warning against such practices and arrange regular sessions for all departments on company policy.

→ If it still continues, I will be prompted to take stern actions.

This will ensure a conducive office environment, ensure her dignity and friendly office space, save company from humiliation & act as future measure to prevent such practices.