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Ethics & Integrity-7: [Exam Oriented] Select Lexicon & Quotes

[Integrated IAS General Studies:2016-17](#)

Last Updated: August 16, 2016

Published by: GKTODAY.IN

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Contents

Question Type-I: Lexicon Based Questions	3
Accountability	3
Accountability of a public servant	3
How I should be accountable?	3
Altruism	4
Assertiveness (Trait)	4
Beneficence	4
Benevolence	4
Bureaucratic Ethos	5
Cardinal Virtues	5
Categorical Imperative	5
Citizen Charter	5
Class Action	6
Compassion	6
Conflicts of Interest	6
Conformity	6
Collusive Corruption	6
Elements of Ethical Competency	6
Emotional Intelligence	7
Empathy	7
Ethical Claims	7
Ethical Congruence	8
Ethics Culture	8
Free Will	8
Gender Egalitarianism (Trait)	8
Hedonism	8
Integrity	8
Integrity Pacts	9
Intrinsic and Extrinsic Values	9
Intuitionism	9
Locus of Control (Trait)	9
Meta Ethics	10
Moral Attitudes	10
Non-partisanship	10
Importance of Non-partisanship in public service	10
Objectivity	10
Persuasion	10
Political attitudes	11



Ethics & Integrity-7: [Exam Oriented] Select Lexicon & Quotes

Probity	11
Challenges to Probity in Public Life	11
Procedural Fairness	11
Self-Awareness	11
Self-Esteem (Trait)	12
Selflessness	12
Transparency	12
How to become transparent?	12
Trusteeship	12
Utilitarian Approach	12
Virtue Ethics	13
Question Type-2: Lexicon Comparisons	13
Difference between Value and Ethics	13
Difference between Values and Beliefs	13
Difference between Values and Traits	14
Difference between Attitude and Aptitude	14
Difference between Impartiality and Non-partisanship	14
Difference between Code of Ethics and Code of Conduct	14
Difference between Empathy, Sympathy and Compassion	15
Difference between 'principles' and conscience	16
Difference Between Law & Ethics	16
Difference between Ethical Management & Management of Ethics	16
Discrimination and preferential treatment	16
Personal ethics and professional ethics	17
Select Quotes Explained	17
"Happiness is when what you think, what you say, and what you do are in harmony." – Mahatma Gandhi	17
"In a conflict between the heart and the brain, follow your heart." – Swami Vivekananda	18
"Character is simply habit long continued." Plato	18
"Honesty is the first chapter of the book wisdom." Thomas Jefferson	18
"Everyone thinks of changing the world, but no one thinks of changing himself." Leo Tolstoy	19
"Your beliefs become your thoughts. Your thoughts become your words. Your words become your actions. Your actions become your habits. Your habits become your values. Your values become your destiny."	19
"He prepares evil for himself who plots mischief for others." –Latin Quote.	20
"First they ignore you, then they ridicule you, then they fight you, and then you win." Mahatma Gandhi.	21
"Compassion is the basis of morality." Arthur Schopenhauer	21
"Facts do not cease to exist because they are ignored." – Aldous Huxley.	22



Ethics & Integrity-7: [Exam Oriented] Select Lexicon & Quotes

- “It is forbidden to kill; therefore all murderers are punished unless they kill in large numbers and to the sound of trumpets.” 22
- “Education is what remains after one has forgotten what one has learned in school.”
Albert Einstein. 22
- “Without freedom there can be no morality” 23
- “We can easily forgive a child who is afraid of the dark; the real tragedy of life is when men are afraid of the light.” 23
- “Education without values, as useful as it is, seems rather to make man a cleverer devil.”
..... 23
- “In law a man is guilty when he violates the rights of others. In ethics he is guilty if he only thinks of doing so.” 23

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Question Type-1: Lexicon Based Questions

This type of the questions is based on some lexicons in ethics and generally, the questions are like this:

- What do you understand by ____? Discuss its importance in your life / public service.
- Differentiate between ____ and ____.
- To what extent ____ is important in your life? While giving some examples, discuss what challenges you face while adopting ____.

Marking in such questions is based upon your correct explanation of the given term. Thus, correct definition is key to get good marks in such questions. In this section, we have arranged the important terms and their definition to serve as ready reference for you. Some of them have been discussed in our theory modules; you may refer to them or search the same on internet.

Accountability

Accountability refers to answerability, blameworthiness, liability, and the expectation of account-giving.

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Accountability of a public servant

- A Public servant is accountable to the minister for the responsibility and authority he or she exercises on the minister's behalf.
- The Public servant is accountable for upholding the law and adhering to the policies and guidelines of the government.
- The Public servant is accountable for ensuring that the programmes, schemes, and projects of the government are delivered effectively, impartially, and courteously.
- Finally, Public servants are accountable for maintaining clear records of the reasons explaining the decisions that they take and implement.

How I should be accountable?

- I should always stand ready to give an accounting of my behavior and actions.
- I should be accountable to both my personal and professional life.
- I appreciate the fact that taking responsibility engenders trust in others.
- I realize that full accountability silences critics and reassures stakeholders.

There are two dimensions of accountability. First is formal or legal accountability which involves faithful obedience to the law, to higher officials' directions, and to standards of efficiency. Second is ethical behaviour; adherence to moral standards and avoidance even of the appearance of unethical actions. Accountability can be enforced through external and internal controls. External controls



include: legislative supervision of administrative actions; judicial scrutiny of administrative decisions and procedures; and participation of citizens in administrative processes. Internal controls include: the use of rules and procedures, making administration transparent, provision for whistle blowers, democratizing organizations and promotion of professional and ethical standards.

Over strict enforcement of accountability can prove counterproductive. There is a conflict between the value of accountability and the: values of originality, experimentation, inventiveness and risk-taking.

Altruism

Altruism is based on beneficence and selflessness; it is other regarding and the opposite of self-interest and self-love. Altruism denotes certain motivations and actions performed from those motivations. An altruistic act is one which is 'done with the ultimate aim of benefiting another person. Even if such an act ended up harming the intended beneficiary, we might still call it an instance of altruism, albeit misguided. An act that is done in order to benefit another, but only with a view to one's own later benefit, is not an altruistic act. '

Moral philosophy has many discussions which try to show that many seemingly altruistic acts are disguised forms of self-interest. Thus, it may be argued that a father who also drowns in an effort to save his drowning 'child is not altruistic. His conduct may be interpreted as a means to avoid lifelong guilt feelings he will experience if he made no attempt to save his child. Such forced interpretations are often made to explain moral conduct in terms of one's favourite ethical theory.

Assertiveness (Trait)

It's a trait and refers to the ability to honestly express one's opinions, feelings, attitudes, and rights, without undue anxiety. This behaviour earns the individual respect from others, while the others treat him with love as he is a man of self-respect.

Beneficence

Beneficence refers to the ethical obligation to do good and avoid causing harm. This term is common in research ethics. It says that researchers should have the welfare of the research participant as a goal of any clinical trial or other research study. The antonym of this term, *maleficence*, describes a practice which opposes the welfare of any research participant.

Benevolence

Benevolence is a disposition, habit, and quality, trait of the person or soul, which an individual either has or seeks to have. The philosopher Schopenhauer has taken benevolence and justice as the cardinal virtues.

Benevolence is the love of others. It means the desire to do good and to be kind and generous. The philosophers of Scottish Enlightenment [such as Hutcheson, Hume and Adam Smith] emphasized



benevolence as a virtue and regarded it as central to the attainment of their version of good society.

Bureaucratic Ethos

The items which different writers include in the list of bureaucratic ethos vary. One set consists of accountability, economy and competence. Other items are trustworthiness, duty to the organization, respect for law, and respect for rules and regulations.

Cardinal Virtues

Cardinal virtues are defined as a group of virtues such that (1) they cannot be derived from one another and (2) all other virtues can be derived from them or shown to be forms of them. Ancient Greek philosophers identified four cardinal virtues: wisdom, courage, temperance and justice. Christianity has seven cardinal virtues. Three of these – faith, hope and charity (love) – are theological virtues. Four virtues – prudence, fortitude, temperance and justice – are human. Schopenhauer regarded benevolence and justice as cardinal virtues. The commonly recognized virtues like love, courage, kindness, temperance, honesty and ‘gratitude can all be derived from cardinal virtues.

Categorical Imperative

Categorical imperative means an unconditional (without any exceptions) command (order). Kant maintained that morality means that men have to regard ethical maxims as categorical imperatives and obey them. Kant formulated categorical imperative in two ways. (1) Act in such a manner that the standard or principle underlying your action can be adopted as a universal law by every individual in society. (2) Treat humanity in yourself and everyone else always as an end and never as a means to an end. Kant’s conception of morality is deontological. In Kant’s view, morality has no connection with one’s feelings, desires or happiness. It is duty for duty’s sake.

Kant also speaks of hypothetical imperatives which are actually means to other ends. A student desirous of securing high marks in an examination works very hard at studies. His ‘working hard’ or industry is a hypothetical imperative. It is a means for his success in securing high marks.

Citizen Charter

The functions of government fall into two broad heads: legal exercise of authority and provision of services. Modern states are welfare States and provide a wide range of public services to their citizens. The services cover areas such as education, health, housing and transport. Services also include such requirements as a driving license, telephone connection, gas connection, tax refund, Aadhaar card, passport, and extracts front public records of one’s property, educational qualification and date of birth. Citizens often experience considerable difficulty in securing timely, reliable and quality services from government agencies. Citizen Charters are a means of solving the day to day problems which citizens experience while dealing with organisations providing public services.



Class Action

Where members, depositors or any class of them are of the opinion that the affairs of a company are being conducted in a manner prejudicial to the interest of company; its members or depositors, they may file an application before tribunal. The class action can also cover the auditors. Class action can be contrasted with individual litigation. Class action means a representative suit and the court judgement delivered in such suits will apply to all the members of that class – even to those who did not join the suit. {Companies Act 2013 has a class action suit laws about which you may [read here](#)}

Compassion

A deep awareness of and *sympathy for another's suffering* is compassion.

Conflicts of Interest

A situation in which the concerns or aims of two different individual / parties are incompatible. In other way, it is a situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity. It has two levels viz. Organisational conflicts of interest; and Personal conflicts of interest. When a person is not able to render impartial service because of relationships or other activities, it is called organizational conflict of interest. When a person is not able to render impartial service because of his / her own private interests, it is called personal conflict of interest.

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Conformity

The person who values conformity seeks obedience to clear rules and structures. They gain a sense of control through doing what they are told and *conforming to agreed laws and statutes*.

Collusive Corruption

An act of corruption has two players: the bribe-giver and the bribe-taker. In cases of coercive corruption, the bribe-giver is a victim of extortion. Besides this coercive corruption, there is also collusive corruption in which the bribe-giver and bribe-taker act as partners and rob society. In this situation, the bribe-giver is as great an offender as the bribe-taker. The acts involved in these situations defraud public exchequer and also harm public welfare. Among such instances are-execution of substandard works, distortion of competition, robbing the public exchequer, kickbacks or commissions in public procurement, tax evasion by collusion, and causing direct harm to people by spurious drugs and violation of safety norms.

Elements of Ethical Competency

The five components of Ethical competency include *commitment, knowledge, ethical reasoning, action and promotion* {Mnemonics: PRACTiKal}. Thus, an ethical competent public official needs to have commitment to high standards of personal and professional behaviour; has knowledge of relevant ethics, codes and laws; has the ability to engage in ethical reasoning when confronted with



challenging situations, acts ethically, and promotes ethical practices and behaviour in public agencies and organisations.

Emotional Intelligence

Emotional intelligence is the key to competitive edge in today's world. People with strong sense of emotional intelligence are usually most valued and are most productive in any place. It is a science which teaches one to handle oneself at work, in life, how to get along with people in tough times, motivated others and acted as a leader even in adverse situations.

Civil servants have to constantly deal with situations which warrant an intelligent line up of emotions and their use. Emotional intelligence comes handy in the following ways:

- Quick response to situations
- Make use of the right time and right place in dealing with specific situations.
- To be able to decipher ambiguous communication with ease
- To be able to draw similarities between different situations
- To be able to deduce differences in similar looking situations
- To be able to frame new concepts by combining the older ones
- To develop new ideas

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These are highly useful for every public official as there can be any situation which comes up and one should be quick to learn and de-learn.

Empathy

Empathy involves giving due importance and value to understanding of one's thoughts, feelings and concerns for others even when they are not explicitly expressed. It means trying to understand other's feelings, perspectives, emotions, actions (reactions) etc. and thereby communicating it to the person concerned.

Empathy is the ability to understand the emotional makeup of other people and the skill in treating people according to their emotional reactions.

Empathy is of utmost importance in public service. A public servant will not do wrong if he / she is able to feel the pain of his / her wrongdoings. Education does not impart empathy and education without empathy will produce white collar criminals. Empathy leads to compassion, which is needed for public service.

Empathy means that one can get into others shoes and experience their pains and pleasure. Each one of us has empathy of a varying degree, while the spiritual leaders have higher degree of empathy. Gandhi's favourite Bhajan *Vaishav Jan to..* teaches us a lot about empathy.

Ethical Claims

Ethical claims are **claims** that include (even if only implicitly) a "should" or "ought" in them, or that



make use of the concepts of good and evil. Examples include, “You should tell the truth” or “Murder is evil.”

As per Dwight Waldo, there are 12 spheres of ethical claims {means, what they should or ought to do} for a public servant viz. constitution; law; nation; people; democracy; bureaucratic norms; professionalism; family & friends; personal groups; public interest and welfare and religion.

Ethical Congruence

A situation where one's decision is consistent with, aligns with, the applicable set(s) of values. Under these circumstances, a choice to take some action will harmonize with the decision-maker's values. The organizational state where values, behaviours and perceptions are aligned is called Ethical Congruence.

Ethics Culture

Ethics Culture refers to the extent to which employees at all levels are committed to doing what is right and successfully upholding values and standards. Ethics culture includes ethical leadership (tone at the top); supervisor reinforcement of ethical behaviour; and peer commitment to support one another in doing right.

Free Will

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Free will refers to the *power of acting without the constraint of necessity or fate; the ability to act at one's own discretion*. Free will is a necessary criteria to decide if an action was human action. If there is no free will, an action will not be considered voluntary.

Gender Egalitarianism (Trait)

Men and women often think differently and would react to moral dilemmas in different ways. Women would favour care reasoning, need and sacrifice, while men incline to favour fairness and rights, which is known as justice reasoning.

Hedonism

Hedonists simply enjoy themselves. They seek pleasure above all things and may, according to the view of others, sink into debauchery. Many claim that Hedonism led to downfall of Vijay Malya.

Integrity

The term integrity has evolved from Latin “integer”, which means whole or complete. Integrity is the quality of being internally whole or complete which results in being honest and consistent. Integrity demonstrates the person's honesty and strong moral principles. It is representative of truthfulness, honest and commitment to ideals in words, speech and action. The opposite term for integrity is hypocrisy. Saying and doing are different for Hypocrites.

If one is honest with oneself and others and lives a life aligned with moral principles one upholds, he / she has the quality of personal integrity. Thus Personal integrity shows a sense of commitment to



honesty, transparency and the highest moral standards.

Professional integrity makes a person or a professional act according to the core values of the profession he/she is in.

Intellectual integrity is understood as being true to one's thinking and to act according to the same standards as one expects of the others.

Integrity Pacts

The Administrative Reform Commissions have recommended '**integrity pacts**' so that transparency can be promoted in public contracts. It will also generate confidence among the stake holders when a public agency is involved in procuring goods and services through the mechanism of public contracts. It is important that the bidders do not influence contracting decisions through illegal gratification in order to secure the contract in their favour. It is important for the public agency to ensure level playing field, transparency and fair play in the entire contractual process from the beginning to the end. The integrity pacts are designed to ensure transparency and fair play. It is also recommended to make the services of external, independent observers available in the process of public contracts.

Intrinsic and Extrinsic Values

The term intrinsic means "in itself" or "for its own sake". Intrinsic values are those values which have an eternal property without any reference to any end. For example, *happiness or peace or joy or truth are intrinsic values*. Extrinsic values are those whose property or value depends on how much it generates the intrinsic values. *Having a family is an extrinsic value* because its value depends on how much happiness or joy it creates.

Intuitionism

A moral intuition is a moral judgement about a particular act, a particular problem, or a particular agent and about a moral rule or principle. It is not derived from one's other beliefs or through any inferential reasoning. It arises on its own. Intuitionism is the doctrine that moral intuitions can be as a basis for ethical conduct.

Many theories based on intuitions have arisen in the history of moral philosophy. Intuitionism has lost ground in philosophical discussion due to two reasons. First, intuitionism is associated with the idea that there is a 'special faculty in the mind, somewhat like an inner eye, which enables people to directly see objective values. Secondly, intuitions are indubitable – that their truth cannot be doubted – and infallible – that they cannot in fact be mistaken. But intuitions can often result from social prejudice, self-interest and self-deception.

Locus of Control (Trait)

This trait refers to the degree to which people believe they are masters of their own fate that they



control what happens to them or believe what happens to them is controlled by outside forces.

Meta Ethics

Meta Ethics or “*analytical ethics*” deals with the *origin of the ethical concepts themselves*. It does not consider whether an action is good or bad, right or wrong. Rather, it questions – what goodness or rightness or morality itself is? It is basically a *highly abstract way of thinking about ethics*.

Moral Attitudes

All attitudes *which have their base in moral conviction* are called Moral Attitudes. Attitude towards *alcoholic drinks, intoxicants, meat etc. may be positive or negative depending upon the moral convictions*. The moral convictions are formed with deep influence of family, society, religion, education etc. Moral Attitudes Are Strong Attitudes.

Non-partisanship

Non-partisanship refers to absence of affiliation with a political party. In case of civil services, it means that public servants have no affiliation, prejudice or bias towards any political party. The appointment career progression of civil servants is on merit and is free of political influence. Public servants are expected to perform their duties in a politically impartial manner.

Importance of Non-partisanship in public service

Non-partisanship is an essential element of public service as well as of the democratically elected government. The Administrative Reforms Commission in India has recommended that it is the duty of the ministers to uphold the impartiality of civil service. They should ask or instructed to act in a manner that contact with their duties and responsibilities as civil servants.

Objectivity

Objectivity refers to carrying public business which includes making public appointments, awarding contracts and making recommendations for various rewards and benefits, purely on the basis of merit.

Objective and subjective are antonyms. In philosophy, Objective is world outside and subjective is world inside i.e. mental world. This implies that objectivity is what everyone can see. If one is objective in one's judgement, decisions or evaluation, other can also see and evaluate the same. Objectivity leads to transparency.

A public servant is expected to be objective in decision making even if he / she has discretionary powers, because minor things cannot be ascertained by rules / regulations ; or they may be too complex. Objectivity allows the public servant to make a decision best of his / her ability and judgment.

Persuasion

Persuasion is an umbrella term of influence. Persuasion can attempt to influence a person's beliefs,



attitudes, intentions, motivations, or behaviours. Persuasion is symbolic, utilizing words, images, sounds, etc. It involves a deliberate attempt to influence others.

Political attitudes

Political attitudes define the attitude of a person towards politicians, political parties or political ideologies. The political attitude may be different of an apolitical person from political person.

Probity

Probity (Satyanishtha in Hindi) literally means a complete and confirmed integrity; having strong moral principles.

Probity refers to integrity, uprightness and honesty. Maintaining probity is to simply avoid corrupt means, maintain ethical behavior and uphold public values. Probity leads to impartiality, accountability and transparency. Probity is of utmost importance to public services. For example, the transparency and accountability in public procurement would give suppliers confidence to participate in the Government marketplace. Probity minimizes the cost of managing risks and enhances confidence in public administration.

Challenges to Probity in Public Life

Persons in public life are vulnerable to corruption especially in countries like India. This makes probity a difficult quality to conform to in today's times. There are many temptations and challenges that threaten the integrity of a person in public life. Accepting and offering of bribes is considered common and natural in some societies. Repeated offering/accepting of bribes eventually leads to it becoming common practise. The society at large fails to look down upon the practise of corruption. These challenges can be overcome by creating awareness among the people regarding the consequences of bribing and discouraging such practices. At the same time, strict action must be taken against persons who display lack of probity in public life so that there is a threat of repercussions which deters such behaviour.

Procedural Fairness

Procedural fairness denotes that decisions of Public servants must be reasonable, fair, just, and transparent. This means that the reasons for the decisions must be explained. It also means that decisions must be made without bias or the apprehension of bias, that they must be based on the evidence available, and that anyone who is adversely affected by the decision has the opportunity to provide their views.

Self-Awareness

This refers to the ability to recognize our moods, emotions and drives as well as their effect on others. A self aware person has a clear person of his / her personality. This implies that one is aware of one's strengths, weaknesses, thoughts, beliefs, motivation and emotions. Self Awareness leads us



to understand other people, how they perceive us, our attitude and our responses to them in the moment.

Self regulation is the ability to control or redirect the disruptive impulses and moods. It is also the ability to think before acting.

Self-Esteem (Trait)

This refers to individuals' degree of liking or disliking him / herself and the degree to which they think they are worthy or unworthy has an influence in the change of their moral values and traits.

Selflessness

Selfless service can be defined as service that puts our personal concerns behind. This is not regarding oneself when serving. Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.

Transparency

Transparency is sharing information and acting in an open manner. As per Transparency International, it is a principle that allows those affected by administrative decisions, business transactions or charitable work to know not only the basic facts and figures but also the mechanisms and processes. It is the duty of civil servants, managers and trustees to act visibly, predictably and understandably.

How to become transparent?

- Refuse to project an image that is intended to deceive others.
- Generally, anonymity raises the risk of unethical behaviour.
- Fully disclose your relevant interests and relationships up front.
- Realize that “hidden” transgressions are usually revealed in time.

Trusteeship

Trusteeship is a socio-economic philosophy propounded by Mahatma Gandhi. According to this philosophy, the rich people could be persuaded to part with their wealth to help the poor. He said that when a person accumulates a fair amount of wealth – either by way of legacy, or by means of trade and industry – he must know that all that wealth does not belong to him. What belongs to him is the right to an honorable livelihood, no better than that enjoyed by millions of others. The rest of his wealth belongs to the community and must be used for the welfare of the community.

This concept can serve as a moral foundation for the organizations, especially the corporate. The corporate have both a social purpose and an economic purpose. They not only represent interest of shareholders as well as other stakeholders but also have a moral obligation to the society as a whole.

Utilitarian Approach



This approach considers the greatest balance of good over evil. Thus, war upon terror may good for many but also wrong for some. However, this approach justifies the war upon terror as ethical because harm caused by war (to terrorists as well as innocents) outweighs the good for larger humanity. This theory was given by Bentham and Mill.

Virtue Ethics

This is one of three major approaches in normative **ethics**. It may, initially, be identified as the one that emphasizes the **virtues**, or moral character, in contrast to the approach which emphasizes duties or rules (deontology) or that which emphasizes the consequences of actions (consequentialism).

Four Cardinal Virtues were given by Plato and include prudence, justice, temperance and fortitude (courage).

Question Type-2: Lexicon Comparisons

This type of the questions asks you to differentiate between two related / unrelated terms with examples and their usage in personal / professional life. Generally, the questions are like this:

- Differentiate between ____ and _____. Which of them you prefer/ hate / love / accept / reject / appreciate in your personal or professional life. Discuss with suitable examples.

Marking in such questions is based upon your correct comparison. Once again, correct definition is key to get good marks in such questions. Some important comparisons are listed below:

Difference between Value and Ethics

Ethics is a branch of philosophy that used to study ideal human behaviour and ideal ways of being. What is ethical and unethical is judged by social standards and vary from person to person. Values are the embodiment of what an individual stands for, and they are basis for the behaviour which forms the basis for ethics. Both ethics and values are situational and changeable in relevant circumstances.

Difference between Values and Beliefs

A belief is an internal feeling that something is true, even though that belief may be unproven or irrational. For example, I believe that if I see a black cat crossing the road, it indicates a bad luck. On the other hand, a value is a measure of the worth or importance a person attaches to something. Our values are often reflected in the way we live our lives, for instance, we value freedom of speech, or we value our families etc.

All of us have a constant internal battle between our beliefs and values. Sometimes, we mistake our beliefs as values or vice versa.



Difference between Values and Traits

A trait is characteristic of the person *that change over time*, but shouldn't change rapidly. They should be stable attributes of the person. It represents a pattern of behaviour, thinking, or feeling that is consistent over a variety of different situations. It is the only difference from person to person.

Difference between Attitude and Aptitude

While attitude is positive / negative / indifferent feeling towards a person, object, event or idea; aptitude is a competency to do certain kind of work. Both attitude and aptitude can be nurtured. While attitude is associated with character or virtues; aptitude is associated with competence. While attitude underpins the character, virtues and moral values; aptitude determines if the person would develop desired skills to do a task. While attitude is only mental; aptitude is both mental and physical.

Difference between Impartiality and Non-partisanship

Impartiality and Non-partisanship both form essential foundational values for civil services. While impartiality ensures equality without any bias and prejudices in the general, non-partisanship ensures a neutral approach in politics and a solid commitment to the government.

Difference between Code of Ethics and Code of Conduct

Code of Ethics refers to a set of guidelines to bring about acceptable behaviours in members of a particular group, association or profession. It is essential to build professional standards by ensuring ethical practices are followed. It boosts confidence in the organization in public eye. The Code thus stands for fundamental values and principles of public service. Code of Ethics thus contains values and principles based on these them. It also includes a Code of Behaviour. It is generally adopted by organizations to assist members in developing an understanding of right and wrong. Thus, the Code is built on three levels namely:

- Values and ethical standards
- Principles based on these values and ethics (Code of Ethics)
- Code of Behaviour which is based on professional ethics (Code of Conduct)

All these codes further operate at two levels i.e. Institutional and Symbolic. In context of public service, codes are ultimate terms of reference and often become founding documents of any profession. They are usually in a general format and don't give detailed or specific prohibitions. They provide a framework of reference for both political and civil service. They ensure professionalism.

Code of Conduct refers to a framework for public officials for carrying on their duties. It serves as a tool for public officials in making right decisions especially in cases when they are tempted or confused in keeping the public interest. These are designed to prevent certain types of behaviours



like conflict of interest, self-dealing, bribery and inappropriate actions. It is essential to protect the employees and the reputation of the organization. These are in form of Dos and Don'ts for all employees of the organization and are usually supplemented with a Code of Ethics. The Code can have a legislative or administrative basis and are in line with constitutional conventions. It is thus regularly updated. There are many types of Codes of Conduct, namely:

- Uniform National Code
- Department-specific Code
- General government-wide Code

Thus, although both the Codes are different from each other, yet they are important for a public servant. The Codes make sure that the public official should uphold public interest over any personal motive or interest. Professional boundaries are specified and are a source of cognitive and emotive value. It also serves as a communication to the general public about the standards of behaviour they can expect from the official. All this enhances credibility of the government organization and official.

Difference between Empathy, Sympathy and Compassion

Empathy refers to the ability to imagine oneself in another's place and understand others' feelings, desires, ideas and actions. The ability to empathize is directly dependent on your ability to feel your own feelings and identify them.

Sympathy refers to acknowledging another person's emotional hardships. You feel sorry for the person and pity them. However, you do not specifically understand how they are feeling.

Compassion gives rise to an active desire to alleviate another's suffering. It involves a sense of empathy. It does not end with pity. It invokes sensibilities to understand and even feel the pain of others and motivates one to be truly helpful in overcoming this pain. It basically implies to suffer together.

There is a thin line of difference among all the three. Sympathy focuses on awareness, empathy focuses on experience and Compassion focuses on action.

We can take the example of a ten year old girl working as a maid. Being sympathetic would simply mean feeling sad for her. Empathising would indicate connecting yourself with her by putting yourself or some younger member of the family in her place.

Compassion would arise when you make arrangements for unleashing her from the clutches of working as a maid and getting her due share of childhood by going to a school, playing, etc. This would involve steps like approaching a NGO.

For a civil servant, it is necessary to have a proper mix of all the three qualities and putting them into action as per the demand of the situation. Having a mix of these qualities would indicate that the civil



servant is human and sensitive.

Difference between 'principles' and conscience

"There is a higher court than courts of justice and that is the court of conscience. It supersedes all other courts" – was rightly said by Gandhiji.

Conscience is an aptitude, faculty, intuition or judgment that assists in distinguishing right from wrong. Moral judgment may derive from values or norms (principles and rules). In psychological terms conscience is often described as leading to feelings of remorse when a human commits actions that go against his/her moral values and to feelings of rectitude or integrity when actions conform to such norms.

It could also be called as the inner voice which guides an individual to reach to a decision. We often hear a saying "guilt conscience pricks the mind". It basically means that, if the conscience is not true, it keeps kicking you behind the mind.

Principles on the other hand are set of rule, which are formulated on the basis of past experiences and logical reasoning. To keep our conscience intact, one can practice meditation and yoga.

Difference Between Law & Ethics

Laws are created and enforced by governments to mediate in our relationships with each other. Laws are made by governments in order to protect its citizens. The judiciary, legislature, and public officials are the three main bodies in a government that are assigned to the task of the creation of laws.

Laws have to be approved and written by these three branches of government before they are implemented and enforced by the police and the military, with the help of the legal system consisting of lawyers and other government servants.

While laws carry with them a punishment for violations, ethics do not. In ethics everything depends on the person's conscience and self worth. Driving carefully and within the speed limit because you don't want to hurt someone is ethical, but if you drive slowly because you see a police car behind you, this suggests your fear of breaking the law and being punished for it.

Difference between Ethical Management & Management of Ethics

Ethical management refers to corporate management that not only fulfils economic goals and legal responsibilities, but also meets the ethical expectations imposed by social norms in conducting business. Management of ethics implies being ethical in your day-to-day life.

Discrimination and preferential treatment

Discrimination means unjust or prejudicial treatment of different categories of people, especially on the grounds of race, age, or sex. Basically it is preventing someone to do something which he/she is otherwise allowed to.



On the other hand, Preferential Treatment refers to the special treatment often given to people. However, it can have a positive and a negative connotation. When preferential treatment is given to a politician or a wealthy man to not go through the queue, it is negative. Whereas, when preferential treatment is given to a Dalit boy in his school so that he can excel in his studies and can set motivation for his community, it is considered positive.

Personal ethics and professional ethics

Personal ethics are a standard of behaviour which regulates an individual in his personal sphere. For instance, a husband must not cheat on his wife and vice versa.

On the other hand, professional ethics implies the ethics adhered to in the work place. Examples can be job commitment, punctuality, follow the code of conduct, etc.

Select Quotes Explained

Two or three questions are definitely asked on Quotes of great leaders, thinkers, teachers and legends. Such questions generally need good presentation skills and nice written English. We have made efforts to prepare a small compilation of Quotes with their explanation and usage in public service. This part is not exhaustive and we wish to continue to write more quotes in future in this document. general-studies

“Happiness is when what you think, what you say, and what you do are in harmony.” – Mahatma Gandhi

Happiness is a state of mind where everything seems favorable and there is an absolute absence of all negative feelings and emotions. It means wholesomeness of thought, speech and action. Any dichotomy in the latter gives rise to expectations and worries. They are the breeding ground for discontentment and anguish.

We are living in a world where money and materials have replaced happiness and emotions. Everyone seems to be running in a freestyle race where there are no rules and no clues. Winning is the objective and paths don't matter anymore. The prevalence of vices and unrest in the world has made us so immune that it does not move us enough to stand up and act. We are the ones who have made corruption; social injustice and woman safety take serious shape by being silent. There is hidden wrath and anger but there is no time and space in our lives to stop and speak. From silent spectators we have turned to be submissive acceptors of all that is wrong and all what we want to change.

This incongruence and discrepancies between the felt emotion, silent expression and inaction makes one dissatisfied, helpless and ultimately unhappy. Thus, Bapu rightly said, happiness is when what you think, what you say and what you do are in harmony. (210 words)



"In a conflict between the heart and the brain, follow your heart." – Swami Vivekananda

"Follow your heart", listen to that quite inner voice, which is absolutely pure and immaculate. Life offers many opportunities where we need to make a choice- between equals but which are different in terms of their repercussions. In such catch-22 situations, reasoning usually falls behind humanity as a sense of purpose or duty takes precedence over sense of safety and life. Such intensities are generally governed by our hearts and not our brains. For example:

Our soldiers who brave the enemy bullets and protect our borders, don't think twice in battlefield, a mother when seeing her child in any danger doesn't apply any logic and jumps to face any evil without weighing her strength, the video in Australia which went viral to show the unity and compassion of people by tilting the train, to save one person's life being caught between the tracks amazed and woke up the whole world etc.

We thus need to rise in purpose in life; pause and step back to look at the bigger picture being played in which we are mere characters; understand our roles well; be sensitive to misery and strife, be more human and stop for help and not get so much mired in our routines, that the humanity is ashamed to behold us as its custodians and is forced to pass on the baton to someone else. (226 words)

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"Character is simply habit long continued." Plato

Character is simply what we have been in our lives. It is a prolonged way of living which we have adopted over time and thus has become synonymous with ourselves. It is the way we have accepted facts and situations in life. We resonate with the aptness of these habits. They define us in front of the world.

Thus there is a marked importance of habits in our lives. That is why we need to be careful with children and make sure that the first five years of a child are well monitored. The habits which he develops in that time, stay with him forever and also help shape his entire personality. Habits are as difficult to develop and as they are to break.

Character is an asset. It calls for greater commitment towards oneself, to keep away from bad and evil and regularly practice good ways of life, to be become a force to be reckoned with in society.

"Honesty is the first chapter of the book wisdom." – Thomas Jefferson

Honesty is the strongest weapon and the first point of reference of a sound character. It weighs your credibility and stance in every situation of life. Contrary to the prevalent belief that smartness and tactfulness are the best defence in today's world, honesty has not lost ground thankfully.

The changing circumstances and quality of life, has forced many of us to lead a life full of charades. In the dumb race to be smarter and better off, we forget the ethos which made us happen in form of a society and a nation at large. The new age wisdom has distanced itself from virtues of yesteryears.



The destination and the road to success have been redefined. The competition is not just to get ahead but not let anybody else rise. However, the importance of honesty and kindness can never be undermined or negated even though practicing them has become harder.

In a public sphere, where we see the rise of corrupt and triumph of dishonesty, some of us are forced to take them as the new norm. One should however remember that honesty and truth is the sweetest cake whose sweetness lasts forever as you don't have to live under any shadow of fear. (200 words)

"Everyone thinks of changing the world, but no one thinks of changing himself." Leo Tolstoy

The world never was, is not and will never be a perfect place to live in. There is always some room for improvement. Man has tried to shape his own world in ways which are best suited to him. He has tried to make all sorts of manipulations and given suggestions for the better development of the world around without caring to ponder over the impact of his footprints on this planet.

Human race is a funny species. We go out to seek things which lie within us. We know peace lies within us, however, we go out to specific camps, ashrams etc. to find it. We meditate to attain oneness with God by trying to forget all negative feelings occupying our thoughts but instead revise them and reinforce their effects; we teach our children to be nice, kind and generous but we shout at the ones who serve us and don't hesitate to eat in front of little hungry eyes; we adopt new technologies to be smarter and be more connected to the world, but don't find time for the aged at home; we believe in candlelight marches for anti-corruption but don't mind paying an extra tip to the office clerk to get the work done etc.

We have thus not only changed meanings of the age-old wisdom as per our requirements but are also trying to prove to people around that the problem lies with the system and government at large. We want stricter laws to be enacted for women safety but are not getting strict at homes with our sons. Such practices raise stark questions on our ethics and viewpoints. We should stand for our beliefs and introspect before we act, thus leave our next generation with no doubt in what to follow in life, in terms of –what they see or what they are taught!

"Your beliefs become your thoughts. Your thoughts become your words. Your words become your actions. Your actions become your habits. Your habits become your values. Your values become your destiny."

This statement is about uniformity of thought and action by probably Lao Tse, later used by Mahatma Gandhi. If we examine close the life of Mahatma Gandhi we will find that there was no dissonance in his thoughts, words and actions. He had the habit of "thinking aloud" and then performing his actions in accordance to his thoughts. There was a fundamental integrity between Gandhi's leadership' theory and practice. He demonstrated an amazing synchronicity among his speech, thought and action. Gandhi was an embodiment of the trusteeship principle of leadership.



For him a leader was responsible for holding in trust the power that followers gave him.

The complete quotation is as follows:

“Be careful of your thoughts, for your thoughts become your words.

Be careful of your words, for your words become your actions.

Be careful of your actions, for your actions become your habits.

Be careful of your habits, for your habits become your character.

Be careful of your character, for your character becomes your destiny.”

We must consciously choose our thoughts to manifest what we desire into our life. Every word that comes out of our mouth comes from a thought – whether consciously or unconsciously. Our tone of voice and our body language not only follow with the words we are saying – whether sweet or harsh – they follow the thought we have behind our words. All the habits we have were created by the actions we choose to take over and over again. Habits can be broken when we begin to take different actions which will form positive habits. This is the way other people see us. They can't feel our feelings – or think our thoughts, they only hear our words – see our actions and habits that define who we are and what we stand for. Each of us has a unique perception of the world we live in. This is because we have created it – by our past thoughts.

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“He prepares evil for himself who plots mischief for others.” –Latin Quote.

“As you sow so shall you reap” is an outstanding proverb. It is similar to “He prepares evil for himself who plots mischief for others”. Both these proverbs bring about the essence of the concept of Karma which is evident in the Indian setting. It's all about Karma which ultimately pays any individual. You do good, you shall receive good is the underlying philosophy of Karma.

This Latin quote has similar connotation as the Indian concept of karma. An individual must work self-betterment rather than acting as an obstacle or hurdle by playing some mischief to put down the other person.

This proverb is very situational in today's world as there is a lot of competition and every individual is trying to excel. But ultimately, any mischief played will backfire to the doer of the mischief.

In the arena of public administration, this proverb also holds valid. For instance, A is an IAS officer. In his tenure as SDM, he has used all means to acquire immense property in his hometown by influencing the public at large to get their work done for a handsome. Ultimately, A is facing charges of Asset misappropriation.

This example brings out the essence of the proverb applicability in the field of public administration wherein it is his own mischief which is proving detrimental. It is similar to another proverb “To dig one's own grave”.



"First they ignore you, then they ridicule you, then they fight you, and then you win." Mahatma Gandhi.

In this competitive world, this quotation holds a lot of significance in all the spheres of life- personal and professional.

Going deep into the quote, 'first they ignore you' implies that people resist accepting you. 'Then they ridicule you' implies that people may demean you. 'Then they fight you' means when people see you head on to achieve what you want and prove your point, they act as hurdles and come in the way to fight you to reach your target. 'And then you win', this implies that if you are sure about your aims and your path, you ultimately emerge victorious inspite of all the obstacles.

This quote implies peaceful resistance. If you can sustain the casualties, you have won the prize. Even if your movement is crushed, you still have won the moral argument and sown the seeds that will, sooner or later, bear fruit. It is the change you have been which you want to see.

When we take into consideration the personal sphere, there will arise many obstacles in the path to success. Or simply, some members may advocate taking dowry and one progressive mind-set may protest against it. But, ultimately, it is the persistence to fight the dowry acceptance will end the age old practice.

When we consider the professional life, there will be unprofessional conduct operating. An individual take refuge of RTI, PIL, media, etc. to bring such malpractices to highlight and bring about a change in the functioning.

Peaceful resistance is a moral and appropriate response to systemic wrong in a power structure than violence.

A very good example can be cited of various whistle-blowers who have acted diligently and have emerged victorious with all the hurdles on their path.

"Compassion is the basis of morality." – Arthur Schopenhauer

More than empathy and sympathy, it is compassion from the public servants end which can make a great difference to the public. Compassion means having a concern for another individual to actually put it into action to remove the other person from the pain and suffering.

Arthur is right when he states compassion is the basis of morality. It is compassion in the first place which will enable an individual to act morally (right or wrong).

This phrase can be very well understood with the help of an example. For instance, a public servant who is in the police department has finished his work and called it a day. When he is about to leave, a rape victim comes to the police station. At one end is his wife to whom he has promised that they would go for a movie as he finishes work early and at the other is the rape victim.

Herein, he falls into an ethical dilemma as to what decision he must take.

But if, he follows the principle of compassion and morality all his confusions would be resolved,



which definitely calls upon him to attend to the rape victim.

Therefore, it is compassion which acts a torch for a public officer to fulfil his public duty.

"Facts do not cease to exist because they are ignored." – Aldous Huxley.

In today's generation, especially in the field of administration and governance, excuses have become very common and in fact are used as safeguards to prove one self. Facts are hidden for a considerable amount of time only in the hopes that they would never surface and false will prevail.

However, this rarely is the case and Huxley's phrase "Facts do not cease to exist because they are ignored" comes to interplay and the reality is surfaced to all.

Corruption is on the rise and in the field of public administration each is not satisfied with what he gets and is always wanting more. In this race, a lot of manipulations are done to sway away the facts and keep the public blind folded.

However, it is very well believed that "Truth always triumphs" and there can be no false which is hidden very long. It is important to quote a few examples within our country, such as the 2G scam.

"It is forbidden to kill; therefore all murderers are punished unless they kill in large numbers and to the sound of trumpets."

The quote is very well stated by Voltaire. Voltaire justifies the mass killing committed when done for a noble cause. Examples of mass killing could be the 1857 mutiny of India, French revolution or the American Revolution.

However, sometimes the mass killings could also not be for a noble cause. The best examples could be the ISIS killings, Hitler's autocracy, etc.

Therefore, it is important to use Voltaire's phrase very selectively. It must be noted that all mass killings will not always be noble. At the end, the act of murder itself is unethical- be it for a good reason or for a bad reason. Justifying the killing in the name of God is an act of folly and definitely these murderers must be taught a lesson.

"Education is what remains after one has forgotten what one has learned in school." Albert Einstein.

In any society especially the Indian society, education is only equated with grades, marks, ranks, trophies, etc.

But this brainy quote by Einstein brings out the real essence of education which goes beyond numbers.

Here, Einstein isn't saying students should forget everything they learn in school. On the contrary, we can interpret this to mean that if you develop the habit of study and curiosity, long after you have forgotten facts you retain an attitude that allows receptivity to new ideas.

A curious mind is always innovative. Learning must not stop at any age. It should not end with school or college. Rather it should remain as a lifelong process- to learn, unlearn and relearn.



In this context, Einstein's quote can be rightly stated "I have no special talent. I am only passionately curious." Therefore, a child/student must always remain curious to know things.

"Without freedom there can be no morality"

This quote brings out the importance of free will which an individual must possess. Free Will means: "The power, attributed especially to human beings, of making free choices that are unconstrained by external circumstances or by an agency such as fate or divine will."

Morality is the ability to follow the path of righteousness, whatever be the circumstance.

But when the free will is restrained, morality merely becomes a word. Absence of free will entangles an individual and closes all options for an individual to think widely.

It is largely been debated about youths being trained for terrorist activities. They are considered as doing an immoral act. But in my purview, herein the entire freedom (free will) of the youth is attacked wherein he could not think freely. Therefore, his act considered as immoral is not right.

"We can easily forgive a child who is afraid of the dark; the real tragedy of life is when men are afraid of the light."

This quote highlights the importance of being educated and still unaware of the truth and an innocent child who has done a mistake because he is unaware.

The enlightened ones are unforgivable because inspite of being educated they are not able to stand up for the truth and the right. They are worse than the innocent children who are unaware of the situation and make a mistake. The children are forgivable though. The enlightened ones are afraid to take stand and take responsibility of the situation. This is sheerly due to lack of confidence and the fear they possess.

"Education without values, as useful as it is, seems rather to make man a cleverer devil."

Education makes an individual aware, understand and appreciate things, enables an individual to act pragmatically and scientifically, makes him sensible and have common sense. However, education without values is no good match.

It is not necessary that a person who is well educated and well read is high on values as well. Therefore, a man though educated but without values makes him a clever devil. Values such as integrity, compassion, empathy, sympathy, impartiality, etc. must be taught along with education to the children right from school.

In this direction, compulsory moral science classes in schools are a good initiative to teach students necessary values and make them well read as well as ethical.

"In law a man is guilty when he violates the rights of others. In ethics he is guilty if he only thinks of doing so."

There is a difference between law and ethics. A law is abiding and if the provisions of law are not followed, the guilty is punished.



But ethics is from within. It is the conscience, morality and value which an individual possesses.

Law acts external to an individual and it is codified. But ethics acts as an internal check on an individual. It guides the individual to do or not to do something. If we take the example of killing, as per law, it is okay to kill a rat but not okay to kill a dolphin as it is our national aquatic animal. But going by ethics, the act of killing itself is wrong.

It is ethics which is guiding an individual whether to undertake a particular act or not. It is always at work guiding the individual.

Law is something which comes to application after the act is committed. Ethics enables us to make judgements and then commit or omit an act.

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