

# NEXT IAS

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## ADVANCED INTEGRATED MENTORSHIP

### ETHICS ASSESSMENT TEST-19

(To be filled by candidate)

Test Code :: TC320

Name of Candidate : RITIKA CHITLANGIA

NEXT IAS Roll No. : AIM24GCRA 075 Date of Examination : 29/10/23

Exam Centre : Old Rajinder Nagar ☒

Bhopal ☐

Online ☐

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Question paper will be provided separately and can be taken by the candidates after conclusion of the exam.

SUBJECT/PAPER  
GENERAL STUDIES

Invigilator's Sign. : .....

[To be filled by the STUDENT]

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[To be filled by the EXAMINER]

Evaluator's response


(For filling by Examiners only)

Evaluator Code :

Q.No	Pg No.	Maximum Marks	Marks	Total
1 (a)	1			
1. (b)	3			
2. (a)	5			
2. (b)	7			
3. (a)	9			
3. (b)	11			
4.	13			
5.	18			
6.	24			
Grand Total				

Signature

MACRO COMMENTS



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## [SECTION-A]

1. (a) What are the basic principles of public life? Illustrate any three of these with suitable examples.  
(Answer in 150 words) 10 Marks

Public life entails our summation of professional and social relationships, that determines our social well-being and societal morality.

### Principles of Public life

① Integrity  $\Rightarrow$  refers to wholeness of virtue and involves moral consciousness, commitment, consistency and accountability.

Eg: Lal Bahadur Shastri  $\Rightarrow$  upheld the ideals of integrity during times of crisis  $\Rightarrow$  led a simple life to inspire others.

② Compassion and Empathy - helps us to develop moral sensitivity and display other-focussed behaviour. keeps one to become a better responder to unique situations.

Eg: Mother Teresa  $\Rightarrow$  displayed a selfless helpfulness towards those in pain.

② Non-Partisanship and objectivity  $\Rightarrow$  helps to avoid conflict of interest, objective and neutral decision-making; highest level of open-mindedness, in diversity and efficiency in service delivery.

Eg: Dr. APJ Abdul Kalam  $\Rightarrow$  occupied the post of president because of his impartiality.

Hence, these principles of moral are essential to lead a well-lived, virtuous and ethical public and private life.



1. (b) "Emotional Intelligence is the ability to make your emotions work for you instead of against you". Do you agree with this view? Discuss.

(Answer in 150 words) 10 Marks

Emotional intelligence refers to the ability of an individual to use their emotions as a guide to compassionate, sensitive and objective decision-making.

### Role of Emotional intelligence

- ① Acts as a bridge to understand the motive, effectiveness and source of decision-making.
- ② EI can help to understand the consequences and impacts on multitude of stakeholders.
- ③ Helps in remaining calm, using our emotions to deliver the task at hand.

### Elements of Emotional intelligence

- ① Self-awareness & identification of emotions  $\Rightarrow$  understanding what emotions one is feeling and why.

- ② Understanding emotions and their weight in determining actions.
- ③ Managing emotions - an emotionally intelligent person is one who can use emotions as source of ethical decision-making.

2 types of benefits of EI

① Emotions in management  $\Rightarrow$  using emotions to organise the task at hand.

Eg: K. Jivan (former ISRO chief)  $\Rightarrow$  used the strength of emotions to inspire ISRO post Chandrayan II crash.

② Management of Emotions  $\Rightarrow$  regulation of negative emotions and enhancement of positive emotions.

Eg: High performing athletes playing a match after family member's death.

Therefore, EI can help a person to channelise emotions for bettering their life.



2. (a) What teachings of Buddha are most relevant today and why? Discuss.

(Answer in 150 words) 10 Marks

Gautam Buddha was the greatest spiritual leader of the 6<sup>th</sup> century, who has left behind the legacy of his teachings, through Buddhism.

### Relevant teachings of Buddha

① Middle Path  $\Rightarrow$  synonymous to Aristotelian 'Golden Mean' concept. Buddha has propounded that moral virtues are excellence of characters, which stand between the two vices of excess and deficit.

Eg: Developmental dilemma between environmental conservation and economic development  $\Rightarrow$  opting for the middle path  $\Rightarrow$  i.e. sustainable development or economic development within the carrying capacity of nature.

② Compassion & kindness for human suffering  $\Rightarrow$  the ruler Siddhartha of the Shakya clan started towards his journey of enlightenment because he was moved by suffering of old, diseased and dying.

Eg: Recent wars & conflicts committing humanitarian crimes  $\Rightarrow$  Russia-Ukraine, Israel-Hamas  $\Rightarrow$  immediate ceasefire in name to alleviate suffering.

③ Simplicity and minimalism  $\Rightarrow$  The Sangha order inspired by Buddha was based on minimalism and inspires one to forego greed and consumerism.

Eg: labour exploitation in capitalism.

④ Peace  $\Rightarrow$  within & outside  $\Rightarrow$  as propounded by Buddhism (Dalai Lama).

Eg: Non-violent society.

Therefore, Buddha's teachings hold immense relevance in today's world.



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

"We are all in the same gutter, but some of us choose to look at the stars" - Maya Angelou. This quote highlights the importance of optimism in crisis situations.

### Role of Positive Attitude in civil services

- ① Helps in management of stress ⇒ a key component of emotional intelligence.
- ② Helps to deal with failures ⇒ and maintain hope for the future.  
Eg: T.N. Cheshan ⇒ faced political backlash but stayed optimistic for reforms in ECI.
- ③ Maintain healthy work-life balance.  
⇒ Not to bring work stress into personal life.
- ④ Accommodate diversities and differences by promising to be inclusive in one's approach through cultivation of trust ⇒ increases

public credibility.

Factors contributing to positive Attitude

① Emotional Intelligence  $\Rightarrow$  management of negative emotions generating from external & internal sources  $\Rightarrow$  development of optimism.

② Ability to deal with failure  $\Rightarrow$  person who refuses to accept failure and continues to work hard.

Eg: J.K. Rowling  $\Rightarrow$  Harry Potter was rejected 12 times.

③ Experience  $\Rightarrow$  those who have gained exposure and better equipped to deal with difficulties.

Eg: Elderly are consulted during difficult times.

④ Role model  $\Rightarrow$  source of inspiration, to battle hard times.

Eg: Deepika Padukone  $\Rightarrow$  spoke about her mental illness  $\Rightarrow$  inspired others.

Therefore, positive attitude is extremely important to deal optimistically with pressures of personal & professional life.



3. Discuss the meaning of the following quotes

- (a) "Humility is the most difficult of all virtues to achieve; nothing dies harder than the desire to think well of oneself."

(Answer in 150 words) 10 Marks

"Humility makes us humble and helps us to celebrate our success with others" - Dr. Kalam.

Humility as a Virtue

• Humility refers to humbleness and measure of how grounded a person is, usually after achieving success.

• Humility is the most difficult virtue to maintain, as success often inflates our perception of oneself  $\Rightarrow$  leading to ignorance and arrogance.

Role of Humility

① Helps us to become compassionate, equitable and kind towards our subordinates.

② Increases credibility and efficiency of our work.

Eg: Ratan Tata  $\Rightarrow$  lesser wealth than Jeff Bezos but enjoys



popular support.

- ③ keeps us humble and acts as a reminder of our struggles.

Eg: APT Kalam  $\Rightarrow$  remained humble due to difficulties faced in childhood.

How to cultivate humility?

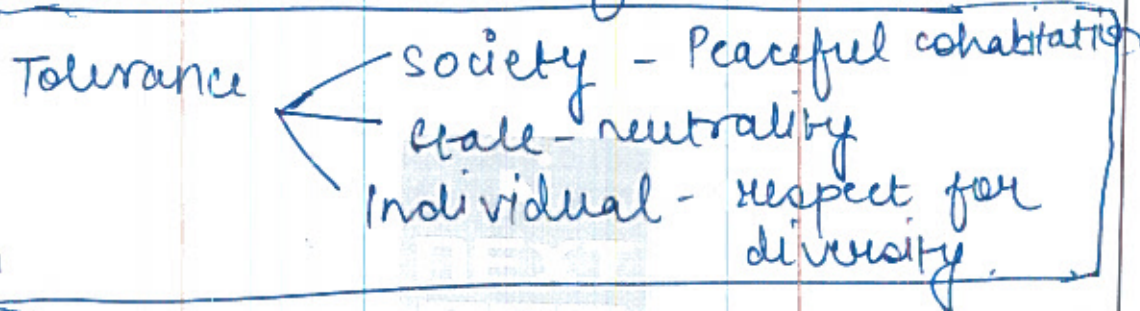
- ① Correct estimation of one's achievements and aspirations.
- ② Remaining open to corrections and criticisms  $\Rightarrow$  remaining open-minded to one's flaws.
- ③ Accepting one's mistakes and taking accountability for it.
- ④ Giving credit to other people's hardwork.

Therefore, humility is the most important as it keeps our temptations in check. It builds wisdom and ensures a well-lived life.

3. (1) "To tolerate is purely an act of the mind. That is the essence of virtue. To tolerate is a strength." (Answer in 150 words) 10 Marks

"The highest good of education is tolerance" - Helen Keller. The aforementioned quote talks about the importance of tolerance, as a positive acceptance of diversity.

The connotations of Tolerance



① At the state's level, tolerance refers to the non-involvement or principled distance of state towards different religions, genders, castes etc.  
 Eg: Fundamental rights - Article 14, 15, 16, 17, 25-28, 29, 30 etc.

② At the societal level, tolerance refers to peaceful cohabitation of diverse groups, as a part of common brethren.



Eg: Manipur conflict → between Meis and Kurbis → refusal to peacefully cohabit.

③ At the individual level, tolerance means having respect for one's outlook towards differences and diversities.

Eg: ideological differences between rightist & leftist parties.

Importance of Tolerance

Leads to development of an inclusive and peaceful society

Eg: Post-independent India → unity in diversity.

② Inclusive development as it avoids economic, social and political marginalisation.

③ Important for growth and development.

Eg: Western democracies.

Therefore, tolerance is a strength and is the force behind creation of mutual respect, harmony and overall development.

4. (a) Persuasion performs a number of positive, prosocial functions. However, people often equate persuasion with manipulation and consider it unethical. What are the ethical values a persuader must respect to ensure the ethicality of the act of persuasion? Explain.

(Answer in 150 words) 10 Marks

Persuasion is a tool in the hands of influencers to convince a person to bring attitudinal change, through modifications of their likes and dislikes.

Difference between persuasion and manipulation

Persuasion

manipulation

- |   |  |
|---|--|
| <p>① Voluntary change</p> <p>② Ethical information dissemination.</p> <p>③ The subject makes a 'choice' to bring an attitudinal change<br/>Eg: BR Ambedkar persuaded his followers to adopt Buddhism.</p> | <p>① Involuntary change, through coercion</p> <p>② Wrongful information and dissemination.<br/>Eg: Dark patterns &amp; deep fakes.</p> <p>③ Use of fear, favour or violence to coerce a change.<br/>Eg: Christian missionaries of British India + coerced.</p> |
|---|--|



## Ethical Values of Persuader

- ① Respect for human dignity  $\Rightarrow$  considering autonomy of agent as paramount and not using them as a means to an end.
- ② Fairness and objectivity to unbiasedly present any argument or change.  
Eg: Objective evaluation of any govt. policy to influence voters.
- ③ Honesty and wisdom to understand the impact of change on the stakeholders  $\Rightarrow$  knowing what's best for the receiver.  
Eg: convincing rivals about benefit of SEZ, knowing the fallout of environmental destruction.
- ④ Integrity to take up responsibility and accountability of any negative outcome.  
Eg: Gandhi  $\Rightarrow$  took responsibility for withdrawal of NCM.

Therefore, persuasion is a great element of attitude change, but should be in ethics.



4. (b) "While competence without compassion can be brutal and inhumane; similarly, compassion without competence can be meaningless for persons seeking help." Explain the above with the help of a suitable illustration in the context of public services.

(Answer in 150 words) 10 Marks

competence and compassion are the two sides of the same coin of public welfare.

I) competence without compassion

① competence without compassion can lead to unregulated, misguided abuse of power.

② It can destroy the objective of public welfare as compassion leads to understanding the unique situation of a person.

Eg: corruption in civil services  $\Rightarrow$  work gets done but compassion is compromised.

Eg: In emergency hospital  $\Rightarrow$  a young girl died because doctor refused to allow her to skip the queue.

II) compassion without competence

① meaningless as it affects efficiency and effectiveness of any task.

② It can also lead to empathy bias, hamper objective decision-making and ruin departmental ethos.

Eg: An officer overrules the intine housing project just to save the sentimental value of an elderly couple's home.

Therefore, compassion and competence need to go hand-in-hand to ensure that public services remain humane, effective and efficient.



## [SECTION-B]

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

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

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

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

### BUILDING COLLAPSE DISASTER

This case study entails the multi-faceted conflict between integrity, duty and compassion in the face of political, personal and professional pressure.

#### A) Ethical issues

- ① loss of life and injuries to the

daily wage earners as a result of undermining their human dignity and autonomy.

② Compromise of professional integrity of the builder, officers of municipal corporation  $\Rightarrow$  corruption and abuse of power to achieve ends.

③ Emotional conflict for the municipal commissioner (I)  $\Rightarrow$  knowing the corrupt officer personally, political connections of the builder, safety of career etc.

④ Conflict between pragmatism and compassion as the personal life of the municipal commissioner is at stake but sensitivity of situation demands compassion.



### ⑧ Options Available

- ① conduct a special investigation Team for an objective and impartial enquiry against the reus of builder and corrupt building inspector.
- ② Arrange an informal meeting between the builder, officer and the victims as well as family members of the deceased to ensure an informal liability payment.
- ③ Resign myself from the post of municipal commissioner as there is an evident conflict of interest at multiple levels.
- ④ Immediately suspend the corrupt officer until enquiry is completed, issue a public notice against the builder and demand liability from the builder for victims, given their unique situation.



### ① Chosen course of action

As the municipal commissioner, my chosen course of action would be:

- ① Issue a demand for constitution of an unbiased, neutral and representative committee for inquiry.
  - ② suspend the work building inspector until completion of the enquiry.
  - ③ Informally arrange a mechanism of liability settlement between the builder and the victims.
  - ④ Once the enquiry is completed, if the builder and the officer are found guilty, take strict action against them & tear down the mall.
- The following steps will ensure that the person-in-charge is able to stand official scrutiny, preserve their professional integrity and remain compassionate towards the workers.





6. Pawan has been working as an officer in the State Government for the last ten years. As a part of a routine transfer, he was posted to another department. He joined a new office along with five other colleagues. The head of the office was a senior officer conversant with the functioning of the office. As a part of the general inquiry, Pawan gathered that his senior officer carries the reputation of being a difficult and insensitive person having his own disturbed family life. Initially, all seemed to go well. However, after some time Pawan felt that the senior officer was belittling him and at times unreasonable. Whatever suggestions given or views expressed by Pawan in the meetings were summarily rejected and the senior officer would express displeasure in the presence of others. It became a pattern of the boss's style of functioning to show him in a bad light highlighting his shortcomings and humiliating him publically. It became apparent that though there were no serious work-related problems/shortcomings, the senior officer was always on one pretext or the other and would scold and shout at him. The continuous harassment and public criticism of Pawan resulted in loss of confidence, self-esteem and equanimity. Pawan realized that his relations with his senior officer were becoming more toxic and due to this, he felt perpetually tensed, anxious and stressed. His mind was occupied with negativity which caused him mental torture, anguish and agony. Eventually, it badly affected his personal and family life. He was no longer joyous, happy and contented even at home. Rather without any reason, he would lose his temper with his wife and other family members. The family environment was no longer pleasant and congenial. His wife who was always supportive of him also became a victim of his negativity and hostile behaviour. Due to harassment and humiliation suffered by him in the office, comfort and happiness virtually vanished from his life. Thus it damaged his physical and mental health.

- What are the options available to Pawan to cope with the situation?
- What approach Pawan should adopt to bring peace, tranquillity and a congenial environment in the office and home?
- As an outsider, what are your Suggestions for both boss and subordinate to overcome this situation and for improving work performance, and mental and emotional hygiene?
- In the above scenario, what type of training would you suggest for various levels in the government offices?

(Answer in 250 words) 25 Marks

### TOXIC WORKPLACE

This case narrates the cascading and catastrophic consequences of toxic work environment.

(a) Options Available to Pawan

① Resign from the department or



apply for a transfer to a different department.

② Report the senior to the authorities about his arbitrary and toxic behaviour.

③ Have an informal conversation with the boss to understand his problem and help him in his emotional management by sharing my concern.

④ Take help of his colleagues to voice his mental and physical health concerns, or seek professional / familial help.

(b) Approach to bring peace to home & office

Pawan can adopt the following approach:

① Have a conversation about his deteriorating health with the boss and his wife  $\Rightarrow$  to help them understand his emotional state.

② In case, the boss doesn't show empathy and compassion, then Pawan should

apply for a transfer to a different department, as it would improve his work performance, efficiency and detach him from the toxicity of his office  $\Rightarrow$  ultimately leading to peace at home too.

(B) Suggestions to overcome the situation

- (A) For improving work performance
  - ① Neutral and objective temperament for the boss to correctly estimate Pawan's potential.
  - ② Objective / unbiased assessment of Pawan's work by another authority to highlight the unreasonableness of the senior.
  - ③ Pawan should reimpose his trust in his self and continue to maintain an optimistic attitude and understand that his posting is temporary.  $\Rightarrow$  correct basis if he decides to file a



a complaint against his boss.

(B) Improving mental & Emotional hygiene

(1) Pawan should seek help of his friends, family, colleagues or a therapist to address his declining well-being.

(2) The boss should also be subjected to mandatory counselling as he has a reputation of being toxic and difficult to work with.

(d) Type of training at different levels

(i) At the subordinate level, there should be an 'optimism and positive attitude' training sessions to equip them in stress management and regulation of negative emotions.

(ii) At the senior level, the bosses and authorities should be trained in objectivity, careful assessment and positives of a healthy staff and its impact on increasing worker efficiency.

(iii) In general, there should be team training sessions to increase the

compassion, empathy and welfare between office members.

(iv) departmental therapy sessions and informal grievance redressal mechanisms to alleviate stress in workplace functioning.

Therefore, this case should be handled with utmost sensitivity and care to achieve well-being of all.











Space for Rough Work

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Space for Rough Work





