



**An Institute for Civil Services**

**IAS TOPPER'S**

**TEST COPY**

**K. LALITH**

**RANK - 626**

**GS MAINS ETHICS**

**GS SCORE**

23.5

**ETHICS TEST SERIES 2018****TEST - 04**

## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

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

2. Invigilator Signature \_\_\_\_\_

Name K. Lalith Rao

Roll No. \_\_\_\_\_

Mobile No. 852757742Date 13<sup>th</sup> August 2018Signature K. Lalith Rao

## SCIENCE - TECH. AND ENVIRONMENT

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> <li>There are 20 questions.</li> <li>All questions are compulsory.</li> <li>The number of marks carried by a question is indicated against it.</li> <li>Answers to questions no. 1 to 10 should be in 150 words, whereas answers to questions no. 11 to 20 should be in 250 words.</li> <li>Keep the word limit indicated in the questions in mind.</li> <li>Answers must be written within the space provided.</li> <li>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</li> </ul>
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Name K. Lalith

Roll No. \_\_\_\_\_

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

Date 13/Aug/2018

Signature K. Lalith

## SECTION - A

Q1. 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce problem creation'. Illustrate your opinion.

(150 Words) (10 Marks)

Human ~~Societies~~ <sup>is</sup> society is creating problem due to competition and conflict.

Shortage of resources is causing conflict for acquiring more power.

Skills basically refer to the knowledge and aptitude of an individual or a society towards problem solving.

Today individuals are competing for status, societies are competing for power and nations for resources.

Human values and ethics are vital to solve such problems because values are at the base of attitude and hence form behavioural outlook of individuals and community at large. Ethics are the social norms which are generally accepted principle as to right

Remarks

and wrong conduct.

Strong core values  
and compatible social ~~to~~ ethics  
are key towards ensuring cohesion  
and competition towards co-operation  
among society. and reduce the  
ill effects of conflicts thereby  
solving problems at large.

3

Remarks



Q2. According to Maslow and his hierarchy of human needs, why most of the human beings get engraved in the basic necessity of life rather than moving to the self-actualization stage which reflects that human beings are not simply a biological machines?

(150 Words) (10 Marks)

Abraham Maslow advocated a 5 stage need hierarchy.



It is often observed that a normal person usually moves back and forth in the first 3 Dimensions, reason of this is man is a social animal and not a biological machine.

A machine is programmed to follow a stipulated path and not fall back after the work is done.

The socio-psychological makeup of a normal person emphasises more on satisfying more on lower needs e.g. food.

Remarks

Not a correct expression.

shelter and clothing. Thus superseding the cognitive achievement of higher needs. For example, man is more worried about social image rather than professional upgrade that is if he doesn't rise up the social ladder with such promotion it would apparently not satisfy his lower needs *prima facie*.

It doesn't On the contrary had man been a strict biological machine he would be equally metrical about all needs and would not have fallen back to solidify the social needs again and again.

(2½)

This sentence does not sound good.

Remarks

Q3. Humility is the mother of all virtues, purity, charity and obedience. Comment. Do you consider yourself humble? How can you prepare yourself to become more humble?

(150 Words) (10 Marks)

Making such endless sentence is not good idea for clarity is concerned

Humility may be defined as a virtue where one shows himself on a lower pedestal even though he may actually belong to a higher one in order to be more approachable. In other words, humility is the contrary of vanity. This is an important virtue for a practicing civil servant to work with kindness, altruism and empathy.

Humility is the bedrock of purity (honesty and integrity), charity (empathy towards weaker sections), obedience (adherence to code of ethics).

One could become more oriented towards humility as follows :-

- ① Not emphasising on self achievements too much. Avoid egoism.

Remarks



- ② ~~Do~~ not interfere extensively in other's matters.
- ③ Integrity in working thereby ensuring consistency in quality.
- ④ Do not expect rewards for all good deeds.
- ⑤ Selfless service and not expecting to be loved by all etc.

Humility is of paramount importance for a civil servant. Hence cannot be imbibed in a day or two hence regular practice of virtues and self assessment thereof is important &

3½

Try to make small meaningful sentence.

Q4. Discuss the essence of consistency? Does consistency guarantee trust? If not then what is the use of it? (150 Words) (10 Marks)

Consistency refers to maintaining quality and quantity of some work being done, at the same level in the long term. Consistency is key to Integrity and determines the strength of core values.

Consistency makes a person more dependable, reliable and responsible and is all the more important in the realm of civil service. For example, consistency of probity depicted by Ashok Khemra during his career.

Consistency can be a virtual guarantee of trust reposed by the person as he is expected to perform on similar fundamental lines in all circumstances.

In a democracy people transfer their power to elected governments and subsequently to bureaucracy with a trust of

Remarks

Better say consistency is one of the essential component.

quality in service delivery, therefore consistency becomes a necessity to ensure public welfare in the long run.

Apart from trust consistency also ensures predictability of one's behaviour, thereby helping to identify the future course of action of an individual and the impact thereof eg. for example, police finds for patterns in cases of serial killing etc to trace the criminal. Also, road traffic patterns are identified for better management.

3½

Not clear

Remarks

Q5. Answer the following questions related to the leadership quality:

- (a) Charisma is the result of effective leadership, not the other way around. Discuss.  
 (b) Why Charisma as a leadership trait doesn't last long?

(75 Words Each) (5×2=10 Marks)

(a) Charismatic leadership happens when the followers have ~~upmost~~ trust and faith in their leader.

Effective leaders not only make promises but also deliver on them, thus building confidence. Confidence is the first

Step towards acquiring the charismatic status. A charismatic leader understands the needs and nature of his followers hence is able to better manage them. Without effective leadership, charisma

won't stay for long hence it is a reinforcing factor. Hence this statement holds true.

Remarks



(b) Charisma alone would not ensure long term leadership because; - (5)

(1) promises made in air may ensure instantaneous appeasement but only concrete results stay in the long term and reinforce the leadership abilities.

(2) Charismatic leaders have often gone to extreme ends which makes it difficult for followers to sustain for example Mahatma Gandhi's strategy of (Struggle - knee - struggle)

(STS), etc

(3) At time charismatic leaders become over powering and make hence make social interest subservient to personal ambitions.

2

Good

Remarks

Q6. What is Citizen Charter? Why Citizen Charters are considered as proactive approach to good governance? Critically examine Indian experience to Citizen Charter. Suppose you become the head of District Health Office. How will you display your proactive approach in this respect? (150 Words) (10 Marks)

Citizen's charter refers to a document enlisting all the services that a public office intends to provide to people.

The charter ensures quality of service delivery through standardisation of operating procedure (Sop's) thereby facilitating smooth functioning.

Citizen's charter are considered proactive approach to good governance because:-

- ① They are voluntary in nature and not enforceable by law.
- ② Prepared as a result of consultations and representations from civil society also. It addresses various feature of good governance, Public participation, consensus, transparency, accountability.

Remarks

Equity, effectiveness and efficiency [United Nations].

India adopted Citizen's Charter from UK from 1997. Various Central government agencies formulated citizen charter however implementation is not so successful because of lack of participation of stakeholders.

such  
explanatory  
expression

Currently around 70-80% of all public offices technically have citizen's charter. However, adherence is subject to scrutiny.

In the capacity of DHO Head, following would be done to display proactive probity in participative governance.

- ① Display the charter in such a manner that it is visible easily.
- ② Train the employees to work as per standards even if public does not demand.
- ③ Regular public consultations for refinement of provisions.

4

you  
require

to  
improve

your  
handwriting  
as well

Remarks



Q7. What is corruption - A legal problem? A social problem? A moral problem? or just a grease that runs a system seamlessly? (150 Words) (10 Marks)

Kindly  
make  
small  
sentence

Corruption is an act of lack of probity in governance where rewards are expected for getting a work done or the power used by influential persons to break the queue and prioritise their demands to that of other fellow citizens.

REWARDS & PUNISHMENT

① It is a legal, social as well as moral problem:

① Corruption is a moral issue when it causes harm to someone.  
② Does not conform to social norms or is immoral outrightly such as bribing.

③ It is a social problem when such acts as tantamount to compromise of greater social good. For example Nepotism in service allocation thereby compromise with Merit and competition.

Remarks

↓  
You must be careful  
that such over-  
stating words is not  
worth.



① A legal problem as corruption by civil servant is outrightly a criminal offence which leads to not only punishment to the individual but loss of public confidence on the system.

Corruption has however become a new normal and has spread like wild-fire in bureaucratically thereby compromising with probity.

~~Basic~~ Potential solutions:-

① Increase in quantum of punishment thereby making means equally important as the ends.

② Political impartiality in the long run is the bedrock of bureaucratic neutrality.

4

Q8. Differentiate between Code of Conduct and Code of Ethics. Why implementation of Code of Conduct has failed in government organisations? (150 Words) (10 Marks)

Difference between  
CoC and CoE :-

① CoE → It refers to the general guidelines to be kept in mind by the civil servants while delivering public service, they are indicative and not specific.

They target the value system and attitude that needs to be upheld by the civil servant. Codes propounded

ARCR and Nolan committee (UK) are some examples.

Nolan committee (UK) CoE involves honesty, impartiality, empathy, probity.

② CoC → These are specific set of rules to be followed during performance of regular functions by the personnel. They are invariably

Remarks

trivial in nature and also known as Standard Operating procedure.

It doesn't target value system but only impacts immediate response of the personnel.

Reasons behind Loc's failure:-

- Unlike LOC, they impose negative checks on ~~person~~ personnel's responses on daily working.
- The vigilant nature of LOC is not backed by strong enforcement mechanism.
- Adherence to LOC is not incentivised, hence no Quid-pro-quo
- Lastly, various provisions of LOC are ambiguous in nature hence attachment of certain act becomes practically difficult. For example, misbehaviour by an SDO may lead to transfer of SI of that police station.

Remarks



Q9. How 'professional loyalty' can bring a positive work culture in an organization? What are the after effects of poor professional loyalty of the civil servants?

(150 Words) (10 Marks)

Professional loyalty refers to adherence to professional standards of conduct which is one of the techniques of ensuring internal accountability by the civil service.

Work culture of an organisation is determined by fundamental assumption and value system where professional standards are vital in ensuring priority in governance.  $\rightarrow$  what is this?

Benefits of 'Professional Loyalty'.

- ① Voluntary adherence to code and COE.
- ② External control not required thereby reducing inter-depart-

Remarks



mental intervention.

③ Will automatically ensure distance from political loyalty. (Hippocratic oath taken by doctors).

④ Equity, consistency and empathy in quality of service delivery.

AFTER EFFECTS OF POOR PROFESSIONAL LOYALTY.

① Deterioration in quality of work culture in the organisation.

② Partisanship creeps in leading to Nepotism, corruption etc.

③ Reduction in faith of the common man as bureaucracy tends to become the iron law of oligarchy.

④ Improbity in actions, decisions and policies undertaken etc.

4

Good effort

Remarks

Q10. What do you mean by conscience and what role does it play in the life of ordinary people and leaders? Explain and critically examine the following statement in this regard: "Don't let the noise of others' opinions drown out your own inner voice. And most important, have the courage to follow your heart and intuition." (150 Words) (10 Marks)

Conscience may be referred to as the inner voice that guides private and social behaviour of an ordinary person.

### Role

- Helps in decision making on the basis of instincts and rationale combined.
- Helps dealing with Ethical Dilemma and catch 22 situation. <sup>Avoid such mess up</sup>
- Robert Frost opined "I took the road less travelled, and that made all the difference."
- Conscience helps to manifest core values into strong and prominent behavioural attitude.

Conscience plays an important role to be consistent amid change in external environment. To shut off the excessive noise and chaos and

Remarks

decide the best for oneself. Following one's heart has been a common quality among great leaders and immensely helps in boosting self confidence.

However, misinterpreted core values may lead to generation of wrong conscience thereby creating ego-defensive behaviour and ~~eg~~ reducing social acceptance.

Avoid such mistakes for a civil servant conscience should always be guided by ethical values such as probity, integrity and accountability to ensure quality of service delivery despite noise in terms of dissent from various social groups.

Courage, strong personality etc are indispensable qualities of a good leader and responsible civil servant in long run.

Kindly avoid such incorrect expression

4

Remarks



Q11. Are impulses and instincts always bad? What is the importance of impulse and instincts in decision making? Do you agree that great things are not done by impulse, but a series of small things brought together gradually? (150 Words) (10 Marks)

Impulse refers to the sudden responses and ~~instincts~~ instincts are deep rooted set of gut feel that helps in overcoming ethical, professional and social dilemma.

Impulses and Instincts are not always bad, help in quick decision making eg → fight or flight in crisis. (fundamental ~~reflexes~~) are guided by impulses. Impulsive behaviour is not allowed by code of ethics for a civil servant as he needs to balance and facts and provide measured responses.

Impulse may lead to conflict thereby potentially disturbing social cohesion.

Remarks



## IMPORTANCE IN DECISION MAKING.

- ① Reduced response time thereby enhancing alertness. Helpful for police department.
- ② Instincts results from experience hence make decisions more efficient.
- ③ It is well understood that things and sweeping social changes do not happen in a second but is a result of conglomeration of years of efforts.

However major changes also begin from a small impulse.

Thus, impulsive behaviour is not advisable for civil servant as it may lead to radicalisation and uncontrolled chain of events at a social level. Measured responses and thoughtful contemplation is always at the base of mammoth changes.

4

Try to keep

your answer from littering

Remarks

Q12. Which is a better way for a civil servant- following the blue book or discretion? Give reasons. (150 Words) (10 Marks)

Blue book in civil service refers to the code of conduct which needs to be followed by all civil servants at different level whether it be policy making or its implementation. Discretion is highly disputed ~~Directs~~ have caused administrative tyranny. A middle path needs to be followed.

Blue Book is appropriate in Day-to-Day operations (SOP) but ~~may not~~ deal with specific situations. Here administrative discretion works.

Code of conduct can only give basic guidelines but administrative discretion is important for accommodating changing needs and interpreting policies and laws.

Remarks

However, administrative discretion with mala fide intentions may lead to ill-effects such as bribery, nepotism, red tapism etc.

Here Coe acts as a check and threatens wrong conduct with punitive consequences.

Both Blue Book and discretion are complementary in nature and acts as checks and balances while implementing policy decisions.

7  
Better  
say  
blue  
book.

3½



- Q13. A successful civil servant has the immense capacity to maintain a measured silence, to do effective communication with a few words and swallow difference and even indignation. Do you agree? Give reasons. (150 Words) (10 Marks)

A responsible civil servant is always at public scrutiny hence need to balance emotions objectively and apply Emotional Intelligence (EI) to control anger and outburst even in extreme cases.

Mahatma Gandhi said 'Make use of silence, unless use of words become indispensable, as silence speaks for itself'.

① Civil servant is responsible for whatever he speaks hence ideally is a man of few words

② Silence also helps civil servants to buy time often when they don't have ready-made solutions like religious matters, spontaneous actions and hot headedness may lead to undesired consequences.

Remarks



(3) Even when solutions are available maintaining silence helps the civil servant to contemplate and provide a measured and effective reply.

(4) As civil servants carry high degree of responsibility, erratic behaviour is not expected.

Emotional outbursts responding abruptly to allegations, giving statements without proper sanction may land them in troubled waters and taint the face of government which is deleterious..

Good effort.

4

## SECTION - B

Q14. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100.00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

You have become very upset with the state of affairs and want to solve the problem of the old man alongwith bringing some qualitative change in the work culture of the organization, for better service delivery.

- (a) What are the options available to you?
- (b) Evaluate each of these options and choose the option which you would adopt, giving reasons.  
(250 Words) (20 Marks)

This case is about malfunctioning of public service delivery due to corruption and Red tapism.

OBJECTIVE:- To modify the work culture, to bring out qualitative change in behaviour and attitude of employees.

The following are the feasible options:-

- ① Understanding and analysing the root cause for such act of corruption. → To target the behavioural change programme as per fundamental requirements.
- ② Establish a Committee to look into the matter → Committee tends to provide

Remarks

structured suggestions which are (well researched).

(3) The head could directly conduct enquiry (through surprise checking), personal intervention etc. → ~~Improved~~

Immediate solutions could be obtained. Redressal of aggrieved party's concern at the earliest

(4) Direct Benefit transfer to be used for bi disbursement of pension → reduced personnel public interface thereby reducing chance of corruption however for DBT to work beneficiaries should necessarily have a bank account which could be time taking but if undertaken would be beneficial in the long run.

(5) The head should call a representation from beneficiaries and ask for suggestions to be inculcated to improve the quality of service delivery.  
→ Public participation enhances personnel accountability. Greater confidence by beneficiaries in the

Remarks



operations of public departments

One particular option is not the panacea to change the work culture in long run.

Interventions need to be made at behavioural level of the employees so that right attitude towards their duty may be inculcated.

The following course of action could be undertaken to establish a corruption free work culture.

Immediate solution could be direct intervention by head as a followup to analysis of fundamental cause.

Public suggestions could be inculcated and DBT should be gradually brought in.

Attitudes are relatively permanent hence regular reinforcement should be given to employees to change corrupt attitudes.

Remarks



Q15. You are a head of Water Supply Board of a district town and in-charge of supplying drinking water to the people. You had a detailed consultation with people regarding a Citizen Charter for water supply services. Based on the requirement and expectations of people, you had a discussion with your subordinates who were little reluctant about the Charter but seeing your positive attitude they ultimately agreed. You committed some hurry in implementation of the Charter and notice the following problems:

1. The quantum of water promised could not be ensured.
2. The quality of water did not improve.
3. One of your key functionaries went on a long leave and you did not get his replacement.
4. The entire blame on the failure of the Charter came on you.

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?
- (c) Draw a Citizen's Charter for this case.

(250 Words) (20 Marks)

This case is about aim proper implementation of and faulty structuring of Citizen's Charter in Water Supply Board.

Key reasons for the failure of Citizen Charter (CC).

- ① Standardisation of work might not have been undertaken before designing the charter.
- ② Proper hierarchy and authority responsibility relationship may not have been designed due to

Remarks

Which the final responsibility  
fell on the in charge.

③ No contingency plan was made  
to arrange for replacement in  
case workers go on long leave.

④ The charter was designed in a  
hurry hence trivial matters  
could not be accommodated  
properly which lead to ultimate  
failure. Proper assessment of resource  
was not done.

⑤ The ideal course of action to  
design a citizen's charter is:-

① Standardisation of work,  
responsibilities and point of  
contact with public (organisational  
structure).

② Public Consultation to  
incorporate suggestions and  
customise the service delivery.

③ Careful drafting of provisions  
of the charter. [Realistic,]

Remarks

Such or ratic  
expression has  
been your problem

Achievable, Timely, Specific, Measurable (SMART targets)].

④ Empty benches to be maintained to handle contingencies as public service is of utmost importance.

⑤ Clear Authority - Responsibility relations need to be established to hold the person accountable in case of failure.

③ A model charter for the organisation in concern could be as follows

① NAME OF THE ORGANISATION.

② OFFICE TIMINGS.

③ TYPES OF SERVICES PROVIDED.

④ DETAILS OF ONLINE SERVICE OPTION, if any, like Bill payments, registering complaints etc.

⑤ TIME STANDARDS FOR EACH SERVICE TO BE DELIVERED AND PENALTIES ASSOCIATED.

⑥ CONTACT DETAILS OF PUBLIC DEATHN OFFICERS & GRIEVANCE REDRESSAL OFFICER.

3

good

Remarks



Q16. Due to fall in agricultural productivity and faulty procurement policy, a marginal family head has committed suicide and left his family and two children, daughter (12 years) and son (8 years). They shifted to nearby city in search of work and ended up living in a slum. Both children had to leave their studies and mother went searching for some household work. Finally she is a maid at your home. She works at your personal residence. One day she felt ill and ask her daughter to continue in place of her. Your wife is an IAS officer and quite busy. She does not have time to take care of old in-laws who needs constant care. Though there is a nurse to take care of them but there is a need of help in small household works also. So she gave consent to daughter of maid to continue in place of her. As she fears that your family may engage someone else and she will loose livelihood opportunity. When you raised the concern, she replied that this is matter of few weeks only, and also saying no will bring them on street. As in such a metro city one cannot survive without work, everything has a cost. You are Mayor of the city.

- What are the ethical dilemmas related to it?
- Your wife is in support of her placement as domestic worker as it will help her in balancing household and work responsibilities. Do you find her justification right?
- How will you persuade her to change her decision? (250 Words) (20 Marks)

② This case study is about the implications of vicious circle of poverty and widows working as house helps. It is also about work life Balance and challenges associated.

① Ethical dilemma involved :-

- ① Work life vs. personal life - Balancing
- ② Duty towards parents and virtues like honesty vs. Official duty, code of ethics etc.
- ③ Whether the decision to allow minor child to ~~allow~~ work as

Remarks

Explain these both.



Temporary household justifiable?

It does not qualify to be dilemma.

⑤ The justification of lady officer is neither correct in her official capacity nor prudent as per personal ethical norms.

① Child labour is outrightly wrong as per social ethics for whatsoever reason.

② If the matter comes to public cognizance it can become a legal issue also.

③ As an IAS officer she has to uphold the Rights of all sections of the Society hence cannot compromise on her code of ethics as a civil servant.

④ There is already a nurse to take care of old age parents who could extend temporary help.

Would she do household chores.

2½

Remarks

① following arguments could be given to persuade :-

① The civil services code of ethics does not allow child labour in any circumstances

② Both husband - wife are public servant hence cannot risk reputation in personal & public life.

③ To assure the maid as to her employment. The couple could take positive steps towards education for that girl child ~~which~~ hence not forcing her to work.

④ Temporary househelp could be easily arranged hence the child should not be asked to work ~~hence~~ by compromising her education.

⑤ Lastly, both spouses could take little extra responsibility to manage both personal and work life thus displaying probity and integrity.

Remarks

Q17. Due to the contemporary developments in the information technology and convergence, the access of adults and children to media including variety of entertainment have increased. The children have impressionable minds and the quality of entertainment would have a bearing on them even when they grow adults. One moderately rich family has two children who have given mobile phones to their children with internet connection so that they can complement their studies with huge amount of information and aids available on the internet. Father encourage children to 'grow with the technology of their times' and rather than 'forcing discipline' on them. However, there is also misuse of information technology. The students are engaging in many undesirable activities outside the school, especially their exposure to many computer games (Blue Whale Challenge, Dead Space 2, Mortal Kombat, Medal of Honour, Call of Duty Black OPS, New Vegas etc.), which are known to be fatal and addictive, impinging on their education and value systems.

Answer the following questions:

- What steps parents can take to stop such new and pervasive kind of menace due to the unrestricted use of the computers and mobile phones?
  - What is the importance of "forced discipline" in this case?
  - How can discipline be sustained for a long time without discontent of the subjects?
- (250 Words) (20 Marks)

Q. The Contemporary challenge of excessive exposure to internet at tender age is being addressed here. Potential steps by parents to stop such unrestricted use of ICT by children are:-

- Use a carrot and stick policy by rewarding beneficial conduct and punishing improper online behaviour or exposure of the children

Remarks

Not clear.

↓  
You have made it feature of your writing



② Discuss with children regarding pros and cons of the internet and make them understand through nurturing parenting style

③ Involve children in extra-curricular activities, outdoor games etc to build healthy mental and physical attitude of children

④ Basic value system ~~solidified~~ solidifies in tender age hence regular counselling of children regarding such online menace is needed.

⑤ Constant vigil at the same time ensuring no breach of privacy should be undertaken by parents to control situations at the earliest.

⑥ forced discipline is never a fool-proof and long term strategy. May potentially distort core May be values hence attitude

Remarks



Values and attitudes hence making children rebellious. However, forced discipline at times because at tender age children may not differentiate between right and wrong properly.

A blend of cognitive and ethical training would be given through forced discipline thereby imbuing virtues like obedience, analytical thinking etc (Consequentialism.)

(C) Discipline could be sustained in the long term by applying a blend of soft and hard approaches of ethical training to children.

Frequent use of punishments is not sustainable hence there need to be rewards to sustain positive changes in attitude. Parents may act as role model for children to learn by observation. Regular reinforcements to ensure sustainance of virtues. Lastly long term discipline could be ensured ~~through~~ through adherence to virtuous core values.

↓ What's this?

(1½)

↓ Just discuss sustainable method in point

(1½)

Remarks

Avoid such exhaustive way of writing

Q18. There was a residential school situated in the remote part of the country in which approximately 250 class IX<sup>th</sup> and X<sup>th</sup> level boys used to study and stay. School principal had his residence in the school premises only. The principal used to attend and participate in the daily morning prayers and take his two meals along with students. He was a kind hearted and empathetic person who used to provide also the moral education. The students liked and admired him because not only he preached, he used to set personal examples.

On the basis of above, answer the following questions:

- What could be contribution of school principal in attitude formation of the students?
- If one of the students gets into civil services at a later stage, what impact and influence does the school will make on his attitude and behaviour?

(250 Words) (20 Marks)

⑧ This case study exemplifies the role of school as an institution in inculcating ethics in a person.

① Attitudes are relatively permanent pre-dispositions which determine the behaviour of a person and are an apparent result of their value system.  
Contribution of the principal →

① Discipline → The attitude of punctuality and discipline in work life has been depicted by the principal consistently. The virtue of integrity and diligence are noteworthy.

Remarks

(2) The right attitude of Leadership by example would be inculcated in students.

(3) The attitude of empathy towards weaker sections of the society, equity, impartiality etc. are positive characteristics that students would learn from the principle

(4) The value of simple living and high thinking and the core values of humility, kindness will go a long way to ensure positive attitude formation of students. Not desirable expression.

(5) If in the future any student of this school ~~will be~~ <sup>school</sup> ~~were to~~ become a civil servant the following impact could be seen.

(1) Honesty & integrity in discharge of duties.

(2) Probity in governance in terms of dealing with civil society.

(3) Inherent empathy towards all sections of the society due

Remarks



to innate values of humility, kindness and altruism.

(4) Discipline and punctuality in work life.

(5) Strong leadership skills, due to adherence to code of ethics.

(6) Such student would most likely lead by example and at best may become a charismatic leader also.

(7) Balanced and thoughtful decision making without haste by maintaining utmost composure in crisis.

(8) Lastly, the power distance would apparently be minimised thereby enhancing the quality of work life in subordinates.

Not important Attitudes are very behavioural determinants e.g. sangraap ranging from trivial activities such as duty on time to impactful and well thought policy making.

Remarks

at all.



Q19. People of a slum area are disturbed because of loudspeaker noise coming from nearby religious places. Community members of that area are not happy, as sound is loud and sometime fiery speeches are also made. Also there is a sense of competition between different religious abodes to go louder especially during festivals seasons. They don't have courage to go to community leaders or police stations. You are son of a rich and powerful businessman who is preparing for Civil Services. One of your servant hails from that area and explain his problem to your father. But your father doesn't want to get into that, as he himself is the biggest donor of religious celebration of that area.

(a) What will you do according to your moral consonance?

(b) Discuss various options.

(c) Discuss merits and demerits of various options.

(250 Words) (20 Marks)

The matter at hand is regarding sensitive religious matters at the same time public disturbance and noise pollution. Situation needs to be handled with care, following options are feasible:-

- ① I will speak to my father, would ask him to convince ~~him~~ the local religious leaders as ~~he~~ he is on ~~the~~ good terms with them.

MERITS -

Not gettable

① Father's referent power could be used to influence the leaders and solve the matter.

② No intervention by public authorities hence matter will get settled amilyably.

Not clear

Remarks

## ② DEMERITS.

① One individual may not be able to handle the matter.

② Person may be reluctant to talk as it may taint his image as it would tantamount to conflict of interest.

(ii) I would encourage people from the slum area to institutionalise their demands and appeal to public authority for redressal.

## MERITS: -

① Most democratic way of working.

② Collective strength is greater than individual reluctant power.

## DEMERITS.

① The police would not like to interfere into sensitive religious matter even if it's a law and order problem.

② Institutionalisation of grievance requires proper leadership which may be lacking.

Remarks

- (iii) Personal intervention, shall try to convince both community leaders as well as the event organisers to understand the merits of such grievance.

### MERITS.

- ① The Cause is righteous hence the argument holds a moral and a logical ground.
- ② As civil service aspirant it is my duty to help people in distress if the cause is right.

### DEMERITS.

- ① The leaders might not take argument seriously as it is in ~~of~~ no official capacity and probably even father would not support.

- ② COURSE OF ACTION : - A blend of option (ii) and (iii) is viable by helping the aggrieved parties institutionalise and get their concerns heard. The moral consonance also supports the same due to logical, ethical and righteous cause of the action.

7½

Remarks

— You have not answer against part (a) of the question.



1. The first part of the paper is devoted to a general discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The second part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The third part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The fourth part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The fifth part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The sixth part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The seventh part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The eighth part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The ninth part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom. The tenth part of the paper is devoted to a detailed discussion of the problem. It is shown that the problem is of great importance in the theory of the structure of the atom.