



**An Institute for Civil Services**

**IAS TOPPER'S**

**TEST COPY**

**SHAHZAD ALAM**

**RANK - 398**

**GS MAINS ETHICS**

## 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 20 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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Name Shahzad Alam.

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

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

Date \_\_\_\_\_

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1. Invigilator Signature \_\_\_\_\_

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

**SECTION - A****Q1. What is attitude? What function does it plays in our life? Illustrate.****(150 Words) (10 Marks)**

Attitude ~~is~~ is feeling or belief that guides  
our behaviour.

It is attachment or detachment toward an object which may be guided because of our past experience, observation with that particular object.

### Role of Attitude in our life

↳ Develop our interest in a particular field like study, music, etc.

↳ ~~Develop~~ Help in deciding what we want to do in life. Ex- one's likeness to work with people and public institution may guide for becoming a civil servant.

↳ Determine our success as, a person reach to high epitome of success because of right attitude.

**Remarks**

Remarks	



Q2. Establish the correction between Ethics & Emotional Intelligence.

(150 Words) (10 Marks)

Ethics is the moral principles which guides our action. while Emotional Intelligence is the ability to perceive our emotion and of other, ~~manage our~~ understand our ~~self~~ emotion and people whom we face, manage the relation guided by emotional intelligence.

Co-relation between Ethics and Emotional Intelligence

↳ Emotional Intelligence helps to <sup>understand</sup> other & our own emotion while ethics determines the best course of action in such emotional situation

↳ Emotional Intelligence is tool to know but Ethics is the principle to act.

↳ A person ~~being~~ with good emotional intelligence with unethical principles can be disastrous. He can exploit the emotion of other for his own self.

↳ Ethical act in a situation of emotional crisis will only help us to

Remarks

utilize emotional intelligence in best possible manner.

Remarks

Q3. Describe the process of crowd funding and reasons why it may be successful? What are the positive effects of crowd funding? (150 Words) (10 Marks)

The crowd-funding is..the mechanism by which people contribute voluntarily toward a particular objective or activities.

Crowd-Funding is successful. because:-

- Based on social persuasion
- It will be successful when originated from a credible source.
- The objective should be ethical and have altruistic nature.
- It should not aimed at harming someone or should not be against the overall well being of society.

### Positive effect of Crowd-Funding

→ Connect people toward a particular issue. For ex- Crowd-funding to build a public health care in village connect people toward health issue.

Remarks



↳ Crowd-Funding sometimes help individual to save his life. For ex- Crowd funding in case of disaster save many life.

↳ Crowd-Funding - Alternative mechanism to source fund, for issues related to social well being carried out by NAO. etc.

Hence, Crowd-Funding is a useful tool of our ~~so~~ society to generate fund and help other based on principle of "all for one and one for all".

Q4. What are the signs of low Emotional Intelligence? Where would you place yourself with respect to these signs? What would you do to improve your emotional intelligence level?

(150 Words) (10 Marks)

Emotional Intelligence is a ability to understand our emotion and of other, manage the emotion within our relationship with people.

Signs of Low Emotional Intelligence

↳ Lack of Compassion - Not able to understand other problem or to empathise with others as well as lack of active desire to solve other problem.

↳ Not able to handle emotional crisis such as loss of one's dear

↳ Not able to respond to other in the problem of grief & despair.

I, place myself as an emotionally sound person because :-

(1) I, know how to respond when someone is in grief and despair.

~~This~~ I, am a good listener. I listen to those who share with me

Remarks



their pain and grief. Sometimes, people want someone to listen them and understand their problem."

(2) I always keep an active desire to help someone in case of emotional crisis either through self-counselling or recommending him to visit to a doctor.

(3) Many a times, people are not able to ~~see~~ see the problem clearly. I clearly work with them to identify the core issue of problem.

### Steps to improve emotional intelligence

- Continuous introspection.
- Self-awareness - More we understand us, then we can understand other better.
- physical and mental exercise
- Trying to be patient and good listener as much as possible.

Remarks

Q5. What is the possible cause of domestic violence?

(150 Words) (10 Marks)

Domestic violence, ~~is~~ as prevailing in our society, is atrocities of men toward their wives or children.

The chief cause of domestic violence is the attitude of men toward women.

(1) The patriarchal nature of society has made the situation of women inferior. This assigns a symbol of weakness to them thus led to development of superior attitude among men toward women.

(2) Domestic violence pre-dominantly happens when men is earning member of family. This gives a sense of superior attitude to men.

(3) The attitude of men is not the only cause but also the attitude of society toward the large question of

Remarks

women equality and respect towards women.

~~for~~ Hence, we need to change the attitude of society as well as individual to solve the menace of domestic violence.

Remarks



Q6. Give brief description of the concept of 'cyber bullying'. What are the adverse consequences of cyber bullying on its victims? (150 Words) (10 Marks)

"Cyber bullying" is the phenomenon where an illicit individual victimise other by defamatory language, hate speech and showing disrespect.

### Adverse consequence of cyber-bullying

(1) Creates a situation of trauma in the mind of victim.

(2) Many a times, people victimise other behind the veil of anonymity. This creates a bad atmosphere in society as many a times based on caste, religion etc.

(3) Such bullying in public platform through ~~at~~ comment, hurt individual and lead to retaliation which may be dangerous sometime.

Remarks

Remarks



Q7. Why does self-control sometimes fail to act as an internal system of restraint?

(150 Words) (10 Marks)

Self-control is mechanism which determines our behaviour in a specific circumstance when we tend to act in impulsive way or insensitive manner.

Failure of self-control symbolises:-

(1) Lack of Emotional Intelligence:-

- unable to understand the ~~situation~~ ~~and~~ scenario.

- Not able to perceive or understand the problem of person with whom we are dealing.

(2) Lack of Patience :-

- Patience allows us to give chance to someone in front of us to speak.

- Patience makes us good listener.

- When we are not ready to even listen to someone in front of us, we lose our self control and act in impulsive manner.

Remarks

(3) Lack of meditation practices

— Self-Control demand a peaceful mind.

— As long as we remain in peace with us, we can act better in most restraint manner, with other.

Hence, Self-Control determines our behaviour and should be continuously practised by inhibiting emotional & intelligence, patience and meditation practices.

Remarks

Q8. What is social intelligence? Why does it matter?

(150 Words) (10 Marks)

Social Intelligence is the mechanism by which we can understand the dynamics of society in much better way.

Our society is driven by many variables and these variables shape the society. In context of Indian society, Caste, religion has established in the sub-conscious mind of people.

Social Intelligence is the way to understand how people in particular and society in general respond to these variables.

Social Intelligence is Key elements of a sound citizen living in society :-

(1) Help to build good social bond with people.

Remarks



(2) Help to understand, what can offer people and how to behave in a particular circumstance.

### Social Intelligence - for civil servant

(1) To understand society so that best quality of services can be delivered which is more suited to the society.

(2) Able to handle the situation of crisis like mob violence.

(3) Able to handle the situation of conflict.

Social Intelligence is component of one's emotional intelligence more concerned with individual embedded in a social system.

Remarks

Q9. What is the role of perception in making our views regarding complexities, conspiracies and obstacles around us while pursuing our objectives? How does attitude help us to conquer such difficulties in performing our duties? (150 Words) (10 Marks)

Perception determines our approach toward the problem.

Regarding complexities, if we perceive a problem to be more complex ~~to~~ and assumes that it is beyond our capabilities then we cannot find optimal solution to solve such complexities. As our approach will always be based on subjective understanding of the problem which we visualise as complex.

When we see a problem as conspiracies against us, then we will not even make effort to solve the problem. As, we tend to assume that there is well articulated conspiracy against us, in order to make us fail.

Regarding obstacles, Perception determines the magnitude of effort we need to put to overcome the obstacle.

Remarks



~~Attitude~~

### Role of Attitude

↳ To build a ~~o~~ correct perception toward the problem.

↳ A positive attitude helps us to understand the complexities, conspiracies and obstacles in much better way.

↳ A positive attitude build a positive approach toward the problem.

Hence, Attitude leveraged with positivity is necessary to solve any complexities, conspiracies and ~~consp~~ obstacles around us.

Remarks

Q10. It is commonly accepted that: "don't promise when you are happy, don't answer when you are angry, and don't decide when you are sad". What is the essence of this statement for a working civil servant?  
(150 Words) (10 Marks)

This symbolises the role of emotion in deciding our cognitive action :-

(1) when we are happy, we tend to over-promise, which are beyond our capability and capacity. This will hinder our deliverability.

(2) when we are angry, we are not in correct state of mind. we could not see the problem clearly. ~~we~~ our emotion of angerness may guide us to wrong cognitive action or thinking. Hence, our answer would not be correct/may hurt someone.

(3) when we are sad, we have sense of hopelessness. we tend to ~~under-estimate~~ under-estimate our limit. ~~we~~ our decision would not lead to harness of our full potential.

Remarks

The statement is crucial in day-to-day life of civil servant in following manner:-

(1) A civil servant promise to public, is promise of government. When he will over-promise, it would be difficult for him to fulfil those promise.

(2) A civil servant answer is not his personal opinion but from his authority. His answer in state of angry mind can ~~bring~~ lead to decrease in authority of government.

(3) A civil servant decision affects many people. His decision should be well-thought based on rules and regulation. A sad mind will not be able to take optimal decision in benefit of people.

Remarks



Q11. What is the difference between rational intelligence and emotional intelligence? Why is it important to have a blend of the two while taking a decision on an issue at personal or social level?  
(150 Words) (10 Marks)

Rational Intelligence is to understand ~~that~~ how our emotion guiding our cognitive action. Our cognitive actions are not taken in the vacuum of emotion. Our feeling, ~~and~~ emotion may affect our action. Like when we are happy, we can over promise etc.

Emotional Intelligence is the larger framework, which include rational Intelligence as well. Emotional Intelligence is the ability to perceive our emotion, ~~and~~ and of others, understand our emotion and manage the emotion within our relationship.

Hence, Rational Intelligence is a component of emotional Intelligence which help individual to understand and manage his emotion in order to take rational decision.

Remarks

The blend of rational emotion with emotional intelligence helps to take:-

① Rational decision, not driven by one's emotion & attached with objective but driven by well-articulated thought and principles.

(2) It helps to remove self-value bias from the decision.

(3) It makes decision more objective.

Remarks



Q12. Imagine you are asked to assist with college-wide campaign to increase seat-belt use. How would you create a persuasive message for the college students?

(150 Words) (10 Marks)

For college-wide campaigning to increase seat belt use, need ~~social~~ persuasion.

Persuasion works when :-

(1) Message delivered by credible source.

Hence, I will incorporate the message given by our minister Nitin Gadkari in the recent ongoing road safety awareness program.

(2) Message should be relevant to the receiver.

This involves the incorporation of local incidents of accident happened because of not use of ~~road~~ safety belt.

(3) Receiver should be interested in message and take a note of message.

For this, the message could be delivered through nukkad-natak,

Remarks

small gathering where simulation of accidents could be provided.

This will ensure that message from credible source could reach to receiver in most interesting way.

Remarks

Q13. 'Emotions are not hurdles but are facilitators and help to become a very beautiful person'.  
Elaborate. (150 Words) (10 Marks)

Emotion is the way to understand our selves and become self-aware. without being self-aware, we will not be able to understand our surrounding and the people with whom we deal in daily life.

Emotion facilitate as in following way:-

- (1) Help us to make physically and mentally sound.
- (2) It makes us responsible toward the problem of other.
- (3) It make us more conscious of our surrounding
- (4) It makes us more compassionate
- (5) It motivates us for ~~have~~ selfless desire to help other.

Remarks



## Beautiful Life and Role of emotion

\*) Beautiful life is one where we live ~~of~~ our life ~~to the full~~ by having good relationship with other, helping other in their problem and ~~also~~ have keen desire to solve the pain and grief of other.

without Emotion, a beautiful life is not possible because we will not understand the emotional feeling of own as well as other. we only treat emotion as hurdles in path of efficiency and will try to sideline the same which may prove detrimental in long run.

Remarks

Q14. An attitude of contentment is an antidote to the tendency of consumerism. Do you agree with this idea of contentment? Substantiate. (150 Words) (10 Marks)

The modern society based on market based production has become consumerist. The span of life of product has reduced and we tend to replace old product without its full utilisation.

The reason is because we ~~are~~ does not feel contented with what we have, rather we always desire for what we don't have.

Hence, Contentment is vital in our life for a well-balanced satisfying life because there is no end of consumption.

But the idea of contentment should be limited only to the

Remarks

excessive utilisation of product and consumerist culture.

we should not be contented with our achievement and success. we should not limit our ambition because of contentment.

Remarks



Q15. "For a public servant there is no black-and-white situation, but his reactions or responses are good or bad-whether s/he reacts negative or responds positive to the situation is, therefore, more important." Explain and answer the following questions:

- (a) What is the difference between reacting and responding?  
 (b) Are Confusion and Dilemma the natural routes to understand a situation and find solution or obstacles?

(75 Words Each) (5×2=10 Marks)

(a) Reacting is the attitude to tackle the menace in whatever way. It aims at short-term remedy to ~~reduce~~ contain the prevailing situation.

Responding is the active desire to solve the problem in most optimal way possible.

Responding involves correctly understanding the problem, involving all stakeholders to reach to a conclusive end. It aims at long term solution to the problem.

(b) No, the confusion and dilemma are not the natural routes to solve the problem.

The most natural routes to find solution

Remarks

or see the problem more clearly. is by understanding the problem from ethical perspective.

Ethics helps us to ~~see~~ eliminate dilemma and confusion. It helps us to see the core issue of problem.

Remarks

## SECTION - B

**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.

- (a) What are the ethical dilemmas related to it?
- (b) 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?
- (c) How will you persuade her to change her decision? (250 Words) (20 Marks)

(a) Ethical dilemma

(1) Saying no to replace her (maid) with her daughter will bring them on street. This will put them in vulnerable condition.

(2) This will also jeopardise my wife life as she has to balance with family and work.

(3) Saying yes, is against ethical principle, as the age of daughter is to get education and not to work as maid. This is illegal as well against child labour ban.

Remarks



(b) The justification of my wife in this regard is not correct. This is because

(1) Employing a girl child ~~who~~ below 14 years of age is against the law. Article 21A provides Right to Education to all children till fourteen years of age.

(2) Employing a girl child is not ethical as well, as her age is to get education and develop better skill to lead a better future life.

(c) This involves a persuasion and hence a credible message need to be there as well as required arrangement.

(1) As, I am mayor, I will ~~find~~ try to arrange shelter home to women and her children till the time, she could not work.

(2) I will admit the girl child to the nearest school.

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(3) I will arrange a new maid for my house for temporary period and will re-visit the original one, once she gets over from illness.

This ensures that my wife will not have to put much time in household work, as well as ~~my~~ maid will get temporary shelter provided by government.

Remarks

Q17. You are a head of the IT department in government office. Due to the launch of Digital India programme, the work pressure has increased tremendously but you have poor manpower to handle the situation so you can either reduce the level of challenges to something more manageable or increase level of skill. But reducing the level of challenges is infeasible as you can't mould the outer circumstances. Hence, how can you improve the level of skill? How will you make sure that your colleagues accept the changes wholeheartedly?  
(250 Words) (20 Marks)

### My Role obligation

To handle the challenges during launch of digital India programme and to ensure smooth functioning of program.

### Issues

- ★ Man power.
- Low level of skill.
- Attitude problem like lack of motivation, commitment toward work.

### Solution

- To handle the problem of low level of skill

(1) Bring specialisation in work.  
It means each sub-ordinate will have to handle a specific task and manage specific part of programme.

This will help them to understand

Remarks



the nature of their work as well as bring expertise in that position through regular practice and simulation.

(2) Low level of skill can be managed by better training. ~~and~~ For this, online training based on e-technology can be harnessed. This will reduce cost as well as build necessary skill in the worker.

### Attitude Problem

(1) Carrot approach :-

- providing mechanism of -  
incentive for them. ~~is~~

- Feedback can be collected during the program which can be basis of incentive. This will ensure them to treat each visitor with care and respect.

Remarks

(2) stick approach :-

- strict action against those not paying attention to their responsibility.

- Mechanism of name and shame can also be adopted.

Remarks

Q18. Due to the contemporary developments in the information technology and convergence, the accesses of adults and children to media including variety of entertainment have increased. The children have impressionable minds and the quality of entertainment would have a bearing on them even when they grow adults. One moderately rich family -- has two children who have given mobile phones to their children with internet connection so that they can complement their studies with huge amount of information and aids available on the internet. Father encourage children to 'grow with the technology of their times' and rather than 'forcing discipline' on them. However, there is also misuse of information technology. The students are engaging in many undesirable activities outside the school, especially their exposure to many computer games (Blue Whale Challenge, Dead Space 2, Mortal Kombat, Medal of Honour, Call of Duty Black OPS, New Vegas etc.), which are known to be fatal and addictive, impinging on their education and value systems.

Answer the following questions:

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

(a) Parents need to play two-pronged approach to stop their children from this new kind of menace.

(1) Persuasion :-

- Persuading them that such games could be not in the long term interest of their future.

- Involving them in more productive games like solving complex puzzles or playing game for limited time.

Remarks



- using the new education tools which are quite engaging in order to deviate their attention from this game like blue game etc.

## (2) Surveillance :-

- A eye on children is necessary in order to continuously evaluate that they are not going in ~~the~~ wrong direction.

- For this purpose, regular access of their device and checking is necessary.

- Allow only for a limited period and not when they are alone. This would ensure to prevent from any wrong use.

(b) "Forced discipline" need to be ~~in~~ used by parents but meanwhile to ensure that it does not produce counter-productive result.

Forced discipline can sometimes be disastrous when children become

Remarks

retaliatory and may take extreme steps

(C) Discipline can be sustained for long time by two mechanisms -

① Habit.

② Making them believe that ~~that~~ involving in such kind of menace is harmful to them only.

For habit, continuous and persistent effort is required.

while for developing belief, it need continuous persuasion with message which they like.

Remarks

Q19. You are professor as well as a social activist. There is an educated and well employed couple in your vicinity who often fight on their personal issues. One day they started fighting as usual, starting from arguments, turning loud, slamming doors and finally the male partner resorting to physical violence, the cry of wife and children started coming out. People come out, but do not dare to go to them citing that it is their personal matter, so any interference would be unethical and uncalled for. Answer the following questions based on the above case:

- Would you agree to be a bystander on the advice of the people that it is a personal matter of the couple? Give reasons.
- Suppose you go to the flat of the couple and enquire what is wrong but the male member insists that they be left on their own as it is their personal matter and you should mind your own business. What would be your reaction?
- Can police help in curbing this social malady by using legal authority and provisions?
- What is your moral and ethical locus standi on intervention of neighbours to stop the domestic violence?

(250 Words) (20 Marks)

(a) NO, the understanding of bystander that it is personal matter of the couple is not correct.

(1) Women are sub-ordinated in their house. It is the responsibility of society that help to raise these kind of ~~an~~ issue and allow police and law to take necessary action.

(2) A house is not a billiard ball where no one can enter or leave without permission of

Remarks



male authority. It should be collective responsibility that human rights be maintained and no one suffer at the hand of subjugation of other.

(b) I will go to the the flat and will ask to solve the problem through negotiation. If ~~we~~ he will not listen, I will call to ~~Round~~ Elders of society, to persuade him as their message will hold more credibility.

Even, that will not solve issue, then I will try to contact the elected representative of our society ~~to~~ in order to solve the problem.

(c) Police can help in curbing this type of case by using legal authority. This ~~may~~ will set as an example. However

Remarks

Police should be used as a matter of last resort.

Internal negotiation within the family members should be encouraged. Persuasion can be done by outside member- who hold credibility in society. Directly involving the police may complicate the issue.

(d) (1) we should always raise our concern on such incident.

(2) Keeping ourselves away, on the ground of personal matter will allow such matter to perpetuate and will become habitual aspect of society.

(3) we should always try to build consensus among people to raise against such issue.

Remarks -

Q20. There was a residential school situated in the remote part of the country in which approximately 250 class IXth and Xth 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:

- (a) What could be contribution of school principal in attitude formation of the students?
- (b) 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)

(a) The school principal in this context is playing a pivotal role in the attitude formation of students :-

① He can be role model for students who can be as kind-hearted and empathetic as him.

② The Principle provides the moral education to the children. It will have ~~long~~ long lasting impact as the messages children are getting from credible source.

Remarks



③ The Principle eats daily with the children, this will help to ~~create~~ develop a bond among children and Principle. They may share their problem with principle.

(b) The school always have deep impact on ~~and~~ a person character and attitude toward world and its object.

In this context, children are

(1) morally sound.

(2) Empathetic

(3) Deep bonding among themselves which will help to develop such bondy with people.

Hence, A civil servant from this school will ~~be~~ understand the problem of people as he has empathy. He will have deep desire

Remarks

to solve the problem of people.

He will take ethical decision which will be in the best interest of society and social well being.

—X—

Remarks