



**An Institute for Civil Services**

**IAS TOPPER'S**

**TEST COPY**

**ROHIT NEMA**

**Rank - 635**

**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 18 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-Answer Booklet must be clearly struck off.</p>
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Name ROHIT NEMA

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

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

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

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

Date \_\_\_\_\_

Signature RN

## SECTION - A

Q1. Why it is, sometimes believed that feelings are better guide to action than reasons?  
Critically analyze. (150 Words) (10 Marks)

Ans-

"Whenever you have conflict between your heart and mind, always follow your heart."

- Swami Vivekananda.

It is because -

↳ Feelings are what you want to do -

They help in achieving better results,  
since Will is involved.

↳ Feelings if not in sync, will only lead  
to half-hearted measures.

The action may not become successful.

↳ Reasoning may not take Extra Rational  
factors, such as INTUITION and GUT FEELING.

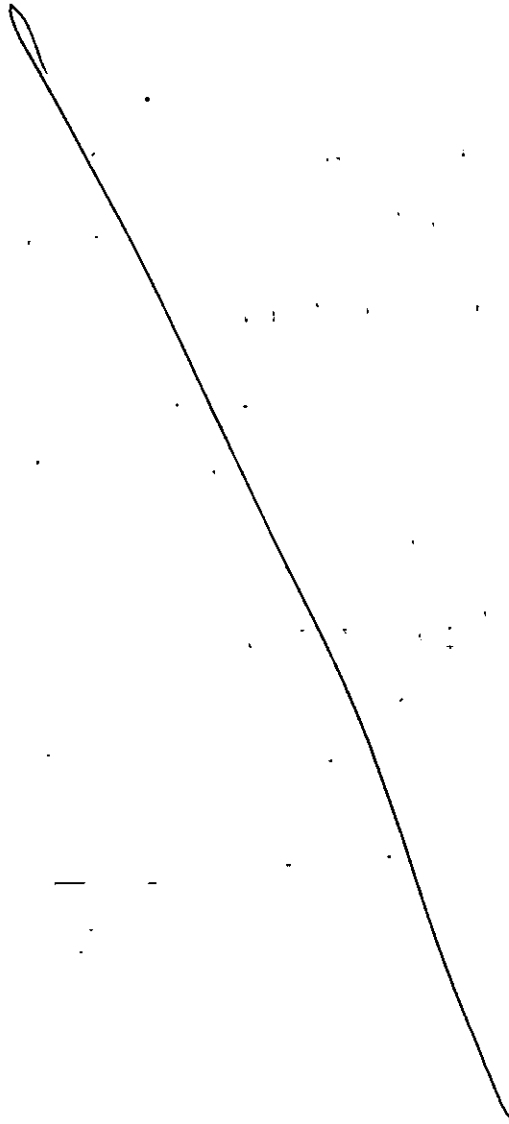
↳ Reasoning may ignore aspects like  
Culture, tradition which may be  
present in Feelings part.

Thus, it is often said that  
Follow your heart and

Remarks

and

"Your mind is where your heart is."



Remarks

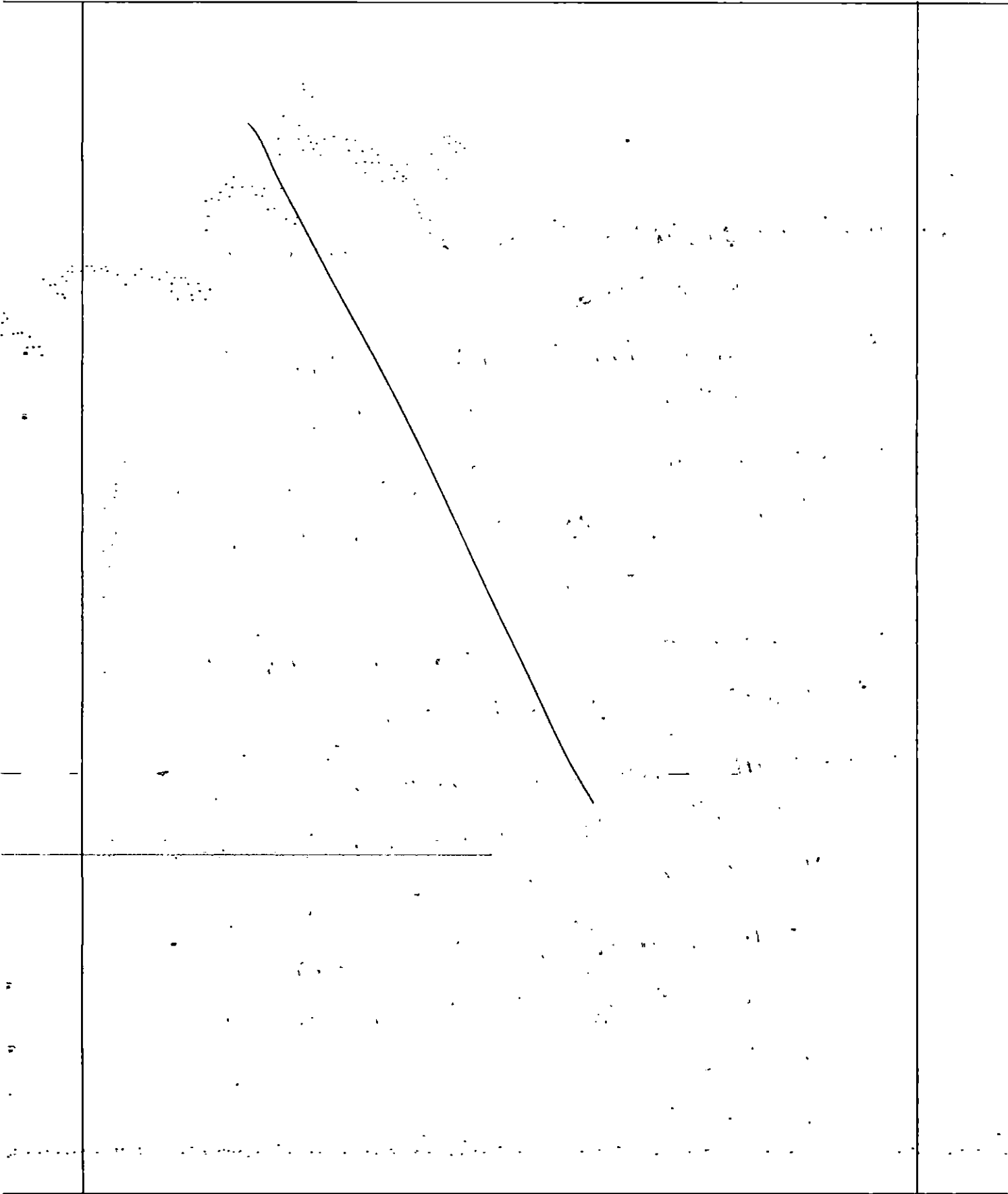
Q2. Answer the following questions based on the virtue ethics:

- (a) What is virtue ethics? Can knowledge be equated with virtue?
- (b) If evil or bad actions are the result of ignorance according to the virtue ethics, then why educated people get indulge in White Collar Crimes?
- (c) Give the argument supporting self-control as a master virtue? How the failed-control is evident in the 'social sin'?

(150 Words) (10 Marks)

Ans (a). Virtue ethics is the ethics dealing with goodness and morality of an action. Virtue has been dealt by different philosophers most of who agree that Knowledge is something which leads to happiness. and so the ultimate objective is to gain Knowledge. So yes, Knowledge could be equated with Virtue.

Remarks



*Remarks*

Q3. The best leaders don't act with a sense of superiority; they act with a sense of empathy. Explain and answer the following questions:

(a) Does emotional attitude such as a sense of empathy in leadership and management act as obstacle to professionalism, teamwork, partnerships, and collaboration.

(b) Explain the statement- "To perceive is to suffer." (150 Words) (10 Marks)

Ans 3 (a) Emotional Sensitivity enhances performances and not weakens it. &

↳ It leads to inner happiness which provides motivation to work with others.

↳ It leads to Team Building where people & not only consider work but also each other.

A leader should always be empathetic, as:-

↳ It builds long lasting teams

↳ It gives personal touch to formal systems which may not be productive if people do not understand others problems.

↳ It leads to cooperation and then Collaboration, which is beneficial for Business.

Thus, fulfilling objectives of the leader.

Remarks

Q) To perceive is to suffer:-

Remarks



Q4. "Let the beauty of what you love be what you do because that is the only way to do a great work." Explain and answer the following question: Why loving one's job is essential for our entire society and for our overall well being? Elaborate with example. Will the EI training help in inculcating this attitude? (150 Words) (10 Marks)

Ans 4.

~~"Love what you do and not~~

"Do what you love and not love what you do" is an apt statement explaining why it is important to love one's job.

It helps in following:-

- ↳ Desires better creative and innovative solution.
- ↳ Helps brings out the best in others.
- ↳ Sets standards at work.

Thus, it not only helps individual but the overall environment in which we work.

It also helps in our overall well being by:-

- ↳ Giving inner happiness.
- ↳ Not be angry at others, thus affecting our health in positive way.

Remarks

Example:- MS Dhoni always had a passion for playing for Indian Cricket Team. He left his secure job at Indian Railways, which today is not only good for him but for all us as Indians - as he helped us win 2 World Cups!

Trainings in Emotional Quotient can help in this regard as it creates a feeling of Self Awareness, where one understands what he wants, where he can excel and in the manner can compare current situations

Remarks

Q5. "If you concentrate on what you have, you'll always have more. If you concentrate on what you don't have, you'll never have enough". Discuss this with respect to the Attitude of gratitude. How this sense of attitude is relevant with respect to the working of the civil servant?  
(150 Words) (10 Marks)

Ans 5 Inner Satisfaction is the Key to Success. If we inspite of having huge material wealth, crib about what we don't have, then we cannot be at peace.

A famous Saint Kabir once said,  
"Oh lord, give me ~~the~~<sup>only</sup> amount of wealth so  
that neither me, nor if a saint  
comes goes hungry".

So, our attitude towards how we perceive things makes us happy or dissatisfied.

As a Civil Servant, one is always expected to ~~be~~ have modesty and Humility as the Core tenets.

↳ If a Civil Servant, rather than looking at how much he can earn through illegal ways, looks at how much better he can make lives of millions

Remarks

and not worry about things he does not possess he will be at peace with himself.

A very relevant saying, here is,

"Need Brings Greed. If Greed increases, it spoils the greed".

Thus, for long term happiness the attitude of civil servants should be on what they have — Opportunity to change lives of millions rather than what they don't have — material wealth which is only transitory.

Remarks

Q6. What do you mean by trustworthiness? How EI can generate trustworthiness in oneself and that of others in you? (150 Words) (10 Marks)

Ans 6. Trustworthiness is the amount of faith a person has on another. Greater trustworthiness is related to greater faith and authenticity.

It can be generated through:-

↳ Repeated ideal behaviour.

↳ Affection

↳ Loyalty.

↳ Emotional Intelligence.

It relates to the amount of reliance which one can assert over the other in situations of need.

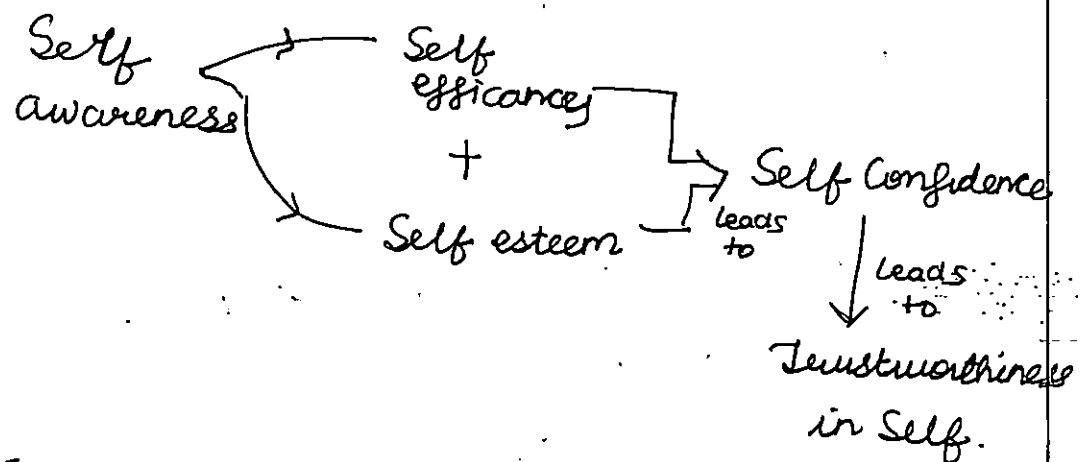
For a person to be emotionally intelligent, being trust worthy is important.

↳ ~~It~~ EI generates loyalty which leads to Trustworthiness.

Remarks

↳ EI can help in knowing the other person better and thus predict the behaviour and thus generate trustworthiness.

↳ EI can lead to feeling of Self Awareness which results in better analysis of self and generate Self Confidence.



Thus EI can help in generating Trustworthiness in both Self and others.

Remarks

Q7. Explain the following quotations with respect to the application of EI in civil services:

- (a) "If you do not understand yourself, you do not understand anybody else".  
 (b) Success is not the result of spontaneous combustion. You must set yourself on fire. (150 Words) (10 Marks)

Ans:-

Emotional Intelligence requires individual to first understand himself.

↳ What makes me happy?

↳ When am I in angry mood?

↳ How do I change my mood when not happy?

When the answers to these are known, then only the person could react to situations and then act with others to understand their feelings.

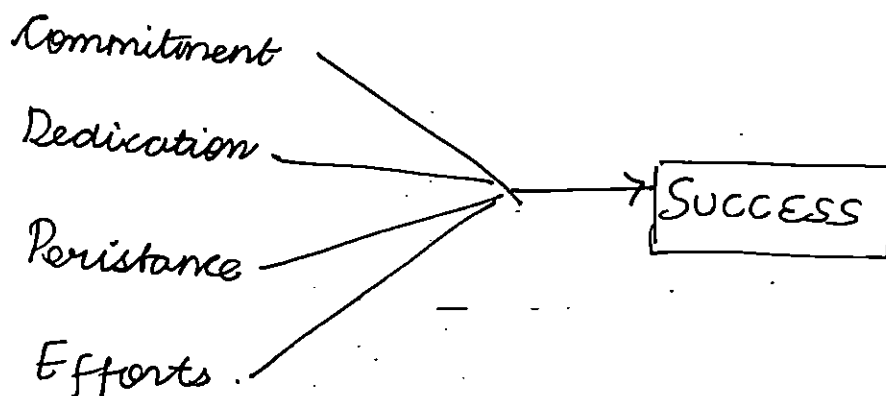
Remarks

(b) Success is the result of persistence.

~~"In the You must work doubly hard to attain."~~

When success is achieved through not ~~so~~ much efforts, it is often termed as luck.

For enjoying fruits of success, it demands efforts..



Remarks



Q8. "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?
- (150 Words) (10 Marks)

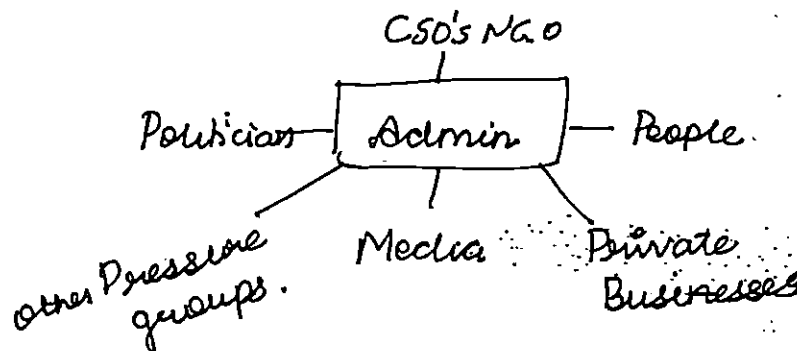
*Remarks*

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*Remarks*

Q9. As administrators we cannot fight but only negotiate in the world of highly self centered, deceitful and cunning foxes and crocodiles i.e. different interest groups. Do you agree? What needs to be a good negotiator? What are the limitations of negotiating rather than governing?  
(150 Words) (10 Marks)

Ans 9:- Negotiation is a powerful tool often ignored to amicably deal with situations. As an administrator, the power of negotiation is all the more important because there are multiple number of stakeholders involved, and it is important that all remain satisfied to the extent possible.



The most important characteristic of a good negotiator is the ability to be a good listener.

Also, he must be Empathetic towards others' needs. If the others' needs are not listened, then it might be a

Remarks

Win-Lose situation.

Various limitations also occur:-

↳ Sometimes the other party is rigid on stance.

↳ It is often perceived to be "Soft Approach".

↳ Governing is more considered Action Oriented-  
Thus preferred.

However, as ~~good~~ it is said "A pen is mightier  
than a sword", so is the power of  
negotiation better than always  
dominance.

Remarks

Q10. How does emotional balance help civil servants in taking value judgments and administrative decisions? Discuss with the help of examples. (150 Words) (10 Marks)

Ans 10: Emotional Balance is very critical for a Civil Servant.

- ↳ To understand needs of weaker section-
- ↳ To understand Rationality in the decision—  
by being on either extremes-

For example:-

A decision regarding Land Acquisition can only be dealt by understanding the feelings and concerns of people of that area (tribal).

Similarly,

Keeping the <sup>Cost</sup> ~~Price~~ of developments in a project ~~with~~ may require some workers to be laid off, but at the same time ~~it~~ may require them to be given job elsewhere.

Remarks

Thus a balance is important.

At the same time,

Emotional Balance helps in keeping  
our health better. Therefore, decisions  
are taken after due consideration  
and not based on only specific  
factors. Thus, helps to achieve  
better results.

Remarks

Q11. Given below are the two quotations of moral thinkers/philosophers. What they mean to you and why they are still relevant?

(a) 'Those who do ill shall suffer more if they are not caught than those that are'. (Boethius)

(b) 'The king should surrender his individuality in the interest of his duty'. (Kautilya)  
(150 Words) (10 Marks)

Ans 11:-

(b) The *Niyamacharya* of Kautilya suggests that in the interest of his people, is the welfare of the King.

Such thing is relevant even in current context where the Governments should aim for People welfare.

This could be done by changing attitude of Administrators from Masters to Servants.

Remarks

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*Remarks*



Q12. Explain the following attributes with respect to the civil services:

- (a) Determination
- (b) Humility
- (c) Objectivity
- (d) Persistence

(250 Words) (20 Marks)

Ans 12:-

Determination:-

It relates to the internal will power of a person to succeed. A person with high determination is not much bogged by what others think about him.

Eg:- Having a determination to clear civil service, I have consistently spent two years <sup>studying</sup> without losing focus.

Humility:- It is the amount of gracefulness or modesty in one's act without showing power or authority.

Eg:- Dr. APJ Abdul Kalam was known for his humility. Once he asked a student when he was in a restaurant to eat from his (Dr Kalam's) plate.

Remarks

Objectivity:-

It relates to degree of impartiality in taking up decisions.

An objective decision is fair and always open to scrutiny.

Objectivity is a core tenet for any Civil Servant's value system.

Gg:- Impartial Tendering System.

Procurement systems.

Persistence:- It is the amount of efforts made to fulfill the aim.

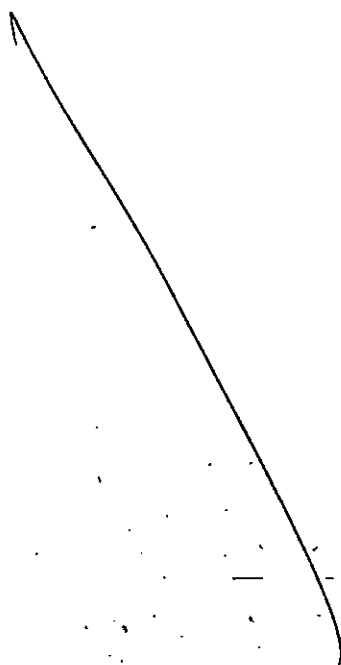
- As a persistent administrator, one should always look at increasing people's welfare.

It is often said, "Persistence is the Key to Success".

Remarks



*Remarks*



*Remarks*

## SECTION - B

In the following questions carefully study the cases presented and then answer the question that follows:

Q13. 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)

Ans.

Citizen charters are meant to improve Governance by invoking Demand based services rather than supply based. The Charter in this was although defined keeping in mind the broad contours such as the Mission and Vision of the Organisation, yet it suffered from failure due to the following reasons:-

- ↳ The Charter was not Inclusive - in a sense, the subordinates did not raise their concerns - Points to either hierarchic issues or due to lack of knowledge.

Remarks

- ↳ The Charter was vague in its terms - in the sense that no empirical studies done before formulation of the Charter.
- ↳ Implementation as the weakest link - led to its failure.
  - ↳ Since the charter was implemented hurriedly.
- ↳ Issues related to MANPOWER PLANNING
  - No person trained to take over the job of person who went on leave.

The ideal course should have included the following:-

- Conduction of Research by forming a Core team and defining OBJECTIVES
- On research basis, QUANTITATIVE values should have been arrived both for amount of water and its QUALITY
- After this, the <sup>salient points</sup> ~~Charter~~ should have been discussed ~~also~~ with ~~&~~ subordinates ~~&~~
- Then, People as well as CSO's and NGO's called to discuss.
- After the formulation, regular monitoring during implementation.

Remarks

- When it failed, <sup>as a</sup> ~~the~~ leader of Water Supply Board, ~~the~~ I would take the initiative and moral responsibility, rather than being blamed.

I would ~~take~~ make it a point that the new charter is implemented with the learnings from the failure.

If →  
CITIZEN CHARTER:-

### SERVICES OF DRINKING WATER SUPPLY

With the objective to provide clean and hygienic water supply to all residents, following parameters have been laid.

- Quantity of water per household:- XX
- Quality <sup>Standards</sup> ~~Desired~~ (minimum) :- YY
- Officials responsible :- ZZ

Contact:-

In case of discrepancies, suggestions to improve further, may contact Ms. AA, Contact number :-

SWATCH JAL, BEHTAR KAL

- District Administration

Remarks

*Remarks*

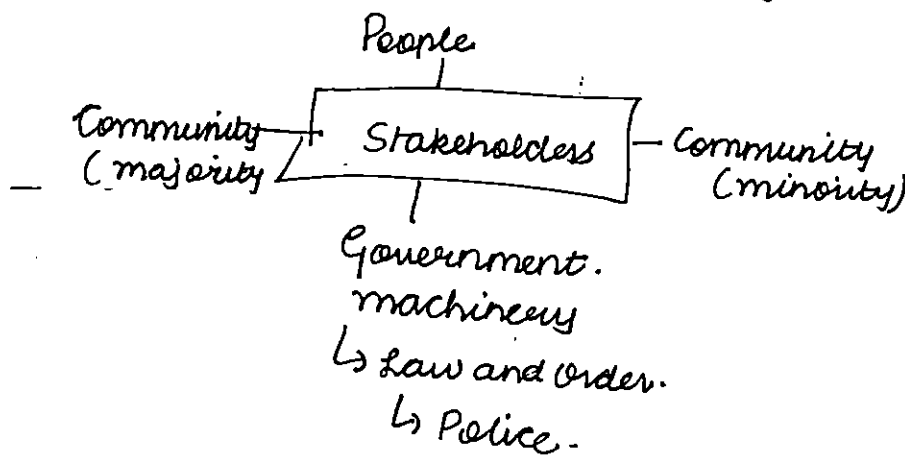


Q14. You are a civil servant and posted at a place with multi-cultural and multi-identity population with one dominant majority group and a big minority group. There arose a dispute on setting up statues of their respective icons in the area, cross claiming the same space. Any casual or delay will cost huge as past history indicates of big conflicts. Election is round the corner so different interest groups are eyeing to reap the benefits and has tensed the environment. Answer the following questions:

- What preventive steps would you take to stop flaring up of a brewing dispute?
- If the dispute flares up and turns violent, what would be your quick measures to contain it?
- How do you react when failure to pre-empt and contain such a situation leads to your suspension?

(250 Words) (20 Marks)

Ans 14:- The given case involves a <sup>possible</sup> community clash based on their respective sentiments. As the elections are in some time, <sup>situation</sup> ~~environment~~ is critical. The case involves various stakeholders, any any step taken should be done considering all.



In order to ~~take steps~~ prevent dispute, following steps: —

- Prepare a internal force asking the Police Department for availability and strength required

Remarks

- If needed would request neighbouring district for additional force. (~~as a preventive measure~~, but only if dispute flares up).
  - If the situation does not improve, then will impose Section 144 of IPC to prevent situation deterioration.
  - The fringe elements from both communities will be arrested on Preventive Detention basis.
- ~~At the~~  
 In case the dispute flares up, I would call on the additional force as described.
- In my ~~As a~~ personal capacity, would look and see the places where the situation is more violent, would adopt harsher measures, like lathi charge, only when situation demands it.
- Would request the Government to issue press Statement, and try to apprise the situation.
- Even if Political parties and their elements, are involved, would not hesitate to arrest them too.

Remarks

As a Civil Servant, I have a moral responsibility to ~~a~~ protect people, if I fail, then it is a mistake on my part. I should have been better prepared to deal beforehand, especially when the past situations had shown, and elections were around the corner.

I would take it as a learning in order to be better prepared next time onwards, not only ~~if~~ in professional capacity (if Suspension ~~evoked~~) but in personal life too.

Prevention is always better than cure.

Remarks

Q15. A region has been affected by the flood. It has impacted huge population and led to their displacement. Majority of them have no food and shelter. You are an officer in charge for relief and rescue operations in a flood hit area where a big section of youth, not having trust in the state agencies have agitated against the latter demanding secession. However, while carrying out relief and rescue operations, you find out that a select group of youth turns hostile, resorts to stone pelting against the soldiers and also using some violent methods. It disrupts relief operation. Force present on the occasion also retaliates and a few youth got injured in this incident. This further aggravates the situation. One powerful minister suspends two of your team members. Whole team is de-motivated. What options do you have to handle the situation?

(250 Words) (20 Marks)

Ans/5- The given case involves the following facts:-

- Flood affected area has led to huge displacement of people
- With no food & shelter, people are getting restless and demanding @ secession.
- They attack force and when in retaliation the force attacked, it led to ~~their~~ suspension of two team members.
- Demotivation in team.

Q In this, I need to ensure things:-

- Immediate Relief to flood affected people.



This cannot be done without MOTIVATED team



This will be done either when the two members are made to join back or an assurance be given that as a leader I take responsibility to get them back.

Remarks

Since the former would take time, I would resort to latter by asking them to have faith and remind them of how great a service we are doing for the country. Asking them to be proactive and leading from the front is the way to go.

Now dealing with floods, and violent youth, who are ~~working~~<sup>going</sup> stone pelting, ~~deal~~ the issue is their loss of trust in the system. Recognising their leaders and ~~as~~ convincing them, assuring to help them in all senses ~~should~~ would be my priority.

If they do not understand, then stricter methods against them would be applied.

Simultaneously, in dealing with flood situation, the state machinery would have to be informed so that people do not suffer further, asking for help from neighbouring districts.

Remarks

I would make sure that the requirements of more vulnerable people — Old Age, Women and children is met at the earliest, ~~by arranging for troops to~~

When the <sup>immediate</sup> situation is controlled, then I would look for Rehabilitation, as ~~the~~ ~~situation is not~~ ~~of~~ This may possibly restore the ~~st~~ trust of youth, who demanded Secession, due to loss of faith in System.

If the demand still lingers, then discussions along with involvement of Political Class would be resorted to, and understanding what is it that State still ~~&~~ is not able to fulfill their demands.

A holistic solution covering all stakeholders would be taken into consideration

Remarks

Q16. You are a doctor in a government hospital. One of your lady friends got married in very rich and influential family. However, with passage of time you came to know that the family is very conservative as she visited you to seek your help in determining sex of the child at fetus stage. As her in-laws want a boy child to act as inheritor of the family. They have also ordered to abort the child if it is girl. Later her in-laws insisted hard and connected the doctor with the health minister on mobile phone. The minister said the doctor to help them in all possible manners without saying anything about the issue at hand. Thus reporting about the issue to police is waste.

Answer the following questions:

- (a) What are the ethical dilemmas in the above case?
- (b) Do you think that your moral obligation also demands to help your friend?
- (c) A doctor in a public or government hospital should obey the health minister for whatever he says. Do you agree and why?
- (d) What steps will you take in the above situation? (250 Words) (20 Marks)

Ans 16:- The given case involves following dilemmas:-

↳ Personal Ethics vs Professional Ethics

while the former involves helping the friend in need, latter restricts determination of foetus.

↳ Obedience vs <sup>Integrity</sup> ~~Objectivity~~

Minister requires orders, vs impartiality of action, what is right, is right.

↳ Will vs Justice

The people's decision to abort the child vs -  
family's

Injustice being done to friend  
and her unborn  
child; if girl

Remarks

Yes, as personal ethics allows, it should be my moral duty to help my friend, who is facing pressure.

While if she refuses, the family being conservative would take harsh steps against her, but at same time, she is not doing this WILLFULLY.

As long as the Orders are within limits, constitutional and legal in character, & they should be followed, otherwise they could be refused.

A recent Supreme Court ruling reiterated the same and asked the Orders to be WRITTEN. Since, in this case it was only on telephone, it need not be followed religiously. Diplomatic handling is required. So that he too is not offended.

Remarks



To deal with the above situation, I would firstly tell the family, about the game ~~is~~ law breaking activity they are committing and the consequences. Looking at the consequences, since they have contacts, it may not be much useful but still worth a try.

Asking the friend, about the most important influencer in decision making, I would try and speak to him/her convincing them ~~at~~ the game effects of ultrasound even on child.

If it does not materialise, I would still not resort to the above test, as it is against my Professional Ethics and well as against PCPNDT Act, the obedience of which is far more necessary, than the Minister's Oral Orders.

~~It is a question of~~

Remarks

Q17. An officer of middle level marketing and sales management of a public sector oil company has received frequent complaint about adulteration of diesel and petrol by some retailers of the area under his jurisdiction despite his warnings in the past against such wrongdoing. Subsequently one day, he goes for an inspection of one such retailer who is known for his political connections as well as local bullies. While trying to carry out his official duty, he was first prevented from entering into the premises of the retailer and when he insisted he was allowed to enter. He was offered bribe for not carrying out his duty but he declined. Undeterred, he insisted that as the marketing officer he should be allowed to carry out his duties in public interest and in the interest of the government firm which he represents. The musclemen of the retailer started abusing and roughing him up when he tried to inspect the facilities to ascertain adulteration. A brawl ensued. He was badly beaten up and fatally wounded. He lost his life while being taken to the hospital.

Answer the following questions:

- Was the officer carrying the inspection at fault?
- Despite his noble intention and dutifulness of the highest order, do you think that the officer handled the case immaturely? Why?
- Had you been in his place, how would have you proceeded to carry out your duty?
- What could be the solution for such problems of adulteration on a lasting basis?

(250 Words) (20 Marks)

Ans 7:- The case is an example of unfortunate instances which happen to honest people trying to do their duties faithfully.

No, the officer was not at fault:-

↳ Being in Sales department, it was his duty to perform inspections at retail units.

↳ The organisation being represents Public interest, so it was essential that no adulteration was being done as Government was involved.

Remarks

I do not think that the officer handled situation immaturely. It was his duty, what he did.

~~Any other person like to~~

- He insisted on inspection, which was rightful
- Declined Buibe. - Honestly.

Instead of blaming the officer, we should blame the previous officers or the seniors who have so far neglected this and public interest went for a loss.

Had I been in the place, if they would have ~~told~~ denied me entrance at first place, I would have come to know, all is not well. I would have informed my seniors and known of the issue in detail. If no support recieved then would have called Media and then ~~then~~ would have gone for inspection.

Remarks

7. To deal with such adulteration situation, we need -  
not as
- ↳ More such honest officers in Sales and Marketing Department.
  - ↳ Frequent & Audits of Retailers.
  - ↳ Establishment of Grievance Redressal Cells in Marketing Departments.
  - ↳ Pro-active engagement with Customers
  - ↳ Stricter norms for Retailers.
  - ↳ Objective basis of tendering and Contracts to retailers - NO political clout.

Remarks

Q18. The Civil Services Exam is one of the toughest and the longest exam system in the country. With the limited number of attempts and nearly five to six lakh applicants appearing each year, of which only 1,000 or less get selected, there is a huge pressure on the candidates to crack the exam and it may lead to the bouts of depression, anxiety and mental stress. Civil Services candidate faces many issues during the course of the preparation. Many candidates leave their homes and move to metro cities for coaching and preparation. They take up accommodation that gives them little comfort. Most of the aspirants do not know how to cook, and some in order to save time eat at the roadside stalls or depend on "Dubbawalas." Having improper food and uncomfortable living, many aspirants end up having health issues. Besides, the coaching institutes in order to produce good results put pressure on the candidates to increase the hours of studies. Loss of sleep impacts the body and the aspirants get totally exhausted. Overall level of stress is very high. For an exam like UPSC, where there is cut-throat competition, the only goal of aspirants is to somehow clear the exam and they ignore the insurmountable pressure on them. You are also one among them. After repeated attempts you failed to qualify this exam and you are in stress as you have lost most valuable time where you could have easily opted for alternate career. One of your best friends has met the same fate and he is in depression. His mother calls you and asks you to take care of her only child. She requests you to motivate him to something big in life, one examination does not make or break everything in life. In the given scenario, how will you motivate yourself and your friend? And, how will you cope with your stress? (250 Words) (20 Marks)

Ans

Sachin Tendulkar only passed standard X,

Steve Jobs was a college dropout

There are many examples where we find that it is not only studies or academics which make a human successful. On the question of how

I would motivate myself, SELF MOTIVATION is the key, which comes from within.

I would remind myself as I have chosen this career, and not the other way around

Remarks

When the decision is mine, I own it and hence the to make it successful is my responsibility no matter how hard it is.

"Greater problems demands Greater Solutions"

Thus, keeping an eye on aim, without giving second thoughts about alternate careers is the manner I will motivate myself.

At the same time, I have a responsibility towards my friend who is facing depression. Talking about the issue in detail and discussing what he aims to achieve in life would give me clue about ~~why~~ his ambitions and if I could be of any help.

↳ Citing him some examples where people succeeded after many failures.

↳ ~~Some~~ Some motivational videos to give him strength.

Remarks

↳ Asking him to connect the Dots as suggested by Steve Jobs, where every learning has some use in future, would help him come out of this condition.

To deal with situation of stress, we will make it a point, that either in morning or evening we do Yoga or go for jogging.

Also, conversing with family members is a big morale boost.

Discussions — and taking this exam only as a stepping stone to success and not the life's objective is the kind of thinking both of us will inculcate.

We will succeed in life, either through this exam or through something else.

Remarks