

ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hr.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none">• There are 19 questions.• All questions are compulsory• The number of marks carried by a question/part is indicated against it.• Content of the answer is more important than its length.• Answers must be written in the space provided. <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 Kunal Aggarwal

Roll No. _____

Mobile No: _____

Date _____

Signature Kunal

1. Invigilator Signature _____

2. Invigilator Signature _____

SECTION - A

Q1. Despite his charity, his integrity and his loyalty, Karna, one of the mightiest characters of Mahabharata suffers all his life. What a public servant can learn from the life of Karna?
(150 Words) (10 Marks)

Karna was a very competent archer, a great donator and true friend. He suffered all his life because he stuck to his moral values.

① Donated his Kowach :- He donated his kowach to the beggar even when he knew he would be at risk for his principles. This guides a civil servant to show empathy & feeling to help.

② Competence :- He was one of the great archers who could compete Arjuna. He trained himself in best capabilities. Similarly, a civil servant must achieve maximum competence required to perform and regularly upgrade oneself as per needs and requirement.

Remarks

③ Commitment : Even when he knew that the korawias are losing, he stood firm with them. A civil servant similarly needs to stand against tough, adverse situations.

④ Contentment : He ~~stayed~~ in a poor family of a shudra. He aimed for betterment but was content in what he had.

A civil servant similarly aim for improvement, professional growth but should be content with what is legally achieved.

Q2. In the light of following statement discuss the role of empathy, sympathy, kindness, generosity and benevolence in inculcating and imbibing spirit of service. Also state the importance of 'consequentialism' and 'utilitarianism' in setting our priorities and commitments in personal and public lives.

"At the end of life we will not be judged by how many diplomas we have received, how much money we have made, how many great things we have done. We will be judged by "I was hungry, and you gave me something to eat, I was naked and you clothed me. I was homeless, and you took me in."
(150 Words) (10 Marks)

Material achievements are only a part of life. Life is much more than just money, degrees and other materials. Great men are those who help others and are guided by love, empathy, sympathy, kindness, generosity and benevolence.

These values motivate individuals to care for people around, help them in need, help a poor, donate to a poor, assist a disable and care for children in distress. Love, sympathy, compassion is what helps one to ignore material & physically barriers to help the one in need. People like Mahatma Gandhi, Rajaram Mohan Roy, Vivekananda etc are

Remarks

known for their qualities and not material things they owned.

Consequentialism guides our decisions based on the consequences of an action. Utilitarianism

provides maximum good of maximum people. The decisions are taken based on the utility of an action. They guide our behaviours, decisions & actions.

forex :- Utility of a scheme for the poor motivates us to go ahead ~~whereas~~ and consequences of breaking law demotivates one from killing others or breaking laws.

Q3. "Good people do not need laws to tell them to act responsibly. While bad people will find a way around the laws" - Plato." Critically analyse this statement in the light of the functioning of the Civil servant in a democracy. (150 Words) (10 Marks)

Plato emphasized on the nature of people to establish a good polis. According to him, good people do not need laws. They act responsibly because it is in their nature.

Civil servants have responsibility to act not just according to law but act according to their rational understanding, ensure justice. Their duties go much beyond what is prescribed in the law.

A civil servant guided by personal benefit motive, corruption, irrationality will find loopholes. He/she will not work for the society but for himself. On the other hand, an inherently good civil servant will be self-motivated, national-service oriented and will help people. He does not need legal restraints to be

Remarks

efficient, punctual & empathetic to people. laws are merely a guide for them as they always are guided by passion to help people which is what laws do.

The system should work at designing laws as well as ensuring the right nature, attitudes and moral values in civil servants.

Q4. What are the factors that affect behavior of an individual, especially of professional or administrative officer? Why there are inconsistencies in behavior of the people and what are its consequences on society and the nation? (150 Words) (10 Marks)

Behaviour is the actions of individual towards an object, person or situations. They are generally shaped by attitudes, beliefs and values of an individual be it professional or administrative officer.

However, behaviour is not always guided by attitude and other factors might influence it. These factors bring in inconsistencies in behaviour.

① Needs : Personal needs like duty, responsibility, need for help might influence behaviour. A civil servant at a position might be guided by his needs to fulfil his constitutional obligation.

② Social norms : Social norms prevalent and social sanctions are a major cause. An individual may consider all equal but may refrain from talking or interacting with SC/STs.

③ Consequences guided our behaviour.

Remarks

inconsistencies in the behaviour based on needs and social sanctions cause moral conflict in the society and nation.

- It makes it difficult to propagate right values, beliefs & attitudes
- It may be harmful when personal needs overtake the national decisions. A legislator might be motivated by his family's benefits than the nation.

It can bring moral, economic loss to the society and nation. These ~~are~~ need to be recognised & corrected.

Q5. Given are two quotations of moral thinkers/philosophers. For each of these, bring out what it means to you in the present context?

(a) Your habits become your values; your values become your destiny.

(b) Do not let selfish men or greedy interests skin your country of its beauty, its riches or its romance.

(75 Words Each) (5×2=10 Marks)

(a) Habits are tendency to act. They are learnt over time. Habits ingrain themselves in an individual as values. For ex:- Habit of laziness & ignorance become values you follow. They reflect in all actions of an individual and action shapes one's destiny.

A lazy & ignorant person would not show commitment in professional & person life. This would shape his life to a great extent.

A habit of punctuality become a value & thus keeps motivating me to be punctual in life and work. This ensures a better professional development.

Remarks

(b) Beauty and richness of a society and country lies in its simplicity, heritage, values and most importantly people. A country is defined by behaviour of its individuals and the values the society holds. For ex: India is defined by its spatial, religious, linguistic, food diversity.

Selfishness or greediness degrades individuals. It motivates consumerism which harms the environment & country's heritage.

People become self-centric and ignore the basic values of empathy, love, compassion. That holds the country & society.

For ex: Japan's beauty is in its very helpful & caring people. Friskiness of individuals increases the joy of living in the country.

Remarks

Q6. What are the significant changes brought on the attitude of people by an enlightened society? How society can have a significant contribution in changing the attitude of some people who believe in gender preference? (150 Words) (10 Marks)

Attitudes are learned and enduring predisposition to react favorably or unfavorably to an object or situations. Attitudes are formed through learning from environment which includes family, friends as well as society. Social groups, beliefs, values and actions influence one's knowledge and builds beliefs. Assey : A conservative society will maintain status-quo and shape person's beliefs in the same way. A society believing in cleanliness would shape similar individuals.

An enlightened society is one which is rational, understands moral individuality of beings, gives equal respect to all sexes, does not believe in superstitions and strives for self-development.

Attitude of people who believe in gender preference comes from following :-

Remarks

- ① Women are not equally competent
- ② They are made by God for household work.
- ③ Their going out would tarnish the image of men.

④ The beliefs and patriarchal values can be changed by society through following ways.

- ① Social rituals can be changed
- ② Social checks to ensure a gender equal behaviour over long terms.
- ③ Right examples being projected that women are equal & it does not harm men.

Consistent persuasion by the society would ensure ~~of~~ change belief and emotions. Hence, changing the attitude.

Remarks

Q7. Serving the nation and people does not require big power and big money. It can be done from wherever you are and whatever you do. Is this idea a practical idea or only a high moral ground which is never realisable?
(150 Words) (10 Marks)

Big power and big money act as a resource for helping nation & people. However, they are not the only determinants. One can serve the nation & people even without these.

It is compassion, zeal to serve, helping nature and caring attitude that matters more. Love, empathy, benevolence are highly important. Resources can be gathered if you have the zeal.

Army jawans, teachers, doctors are all serving the nation without money & power.

Super-30 batch in Bihar run to train poor kids for admission to IITs is an example of one's conviction to serve.

These are not mere moral ground and are practicable ideas.

Remarks

Every professional & every individual can contribute to nation building process. In society, both corporate professionals as well as public servants play important role.

~~One~~
Mr. Narayan Murthi, founder of Infosys has served nation through his managerial skills. He has lighted the path for services export and has built a company which now provides employment.

Social service is an important components. Many students in colleges teach students in near-by villages through National service scheme.

These people show their commitment towards service and arrange resources from those who have it.

Remarks

Q8. Emotional intelligence adds more qualities that make an individual more humane. Discuss those qualities and their importance in the public service.

(150 Words) (10 Marks)

Emotional intelligence is about being ~~about~~ able to understand own emotions, monitor them and monitor others' emotions.

It adds qualities like empathy, caring, mentorship qualities that transforms an individual from ordinary to extraordinary. Following are some qualities.

① Self-control :- EI allow a civil servant to understand emotions and control them. It helps them tackle their anger, passion and build a better work environment.

② Mentorship & ability to understand others :- Emotional intelligence give us the ability to understand others' emotions & their

Remarks

situations. It allows us to influence them, mentor them understanding their needs. It would establish better relationship with subordinates and improve the quality of work & commitment.

③ Empathy. Diverse set of people meet civil servants to get their problems resolved. One has to deal with the difficult situations. Being able to empathise with people would establish trust & credibility in the system.

Emotions are inevitable for anyone. The quality being self-aware and socially aware helps civil servants understand people & situations better. They are more efficient, committed to their duties.

Remarks

Q9. 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 world is full of material things. Consumerism implies running behind these material achievements one after another whereas Contentment means being satisfied with no more than what one already has.

Gandhiji had been a staunch opposer of consumerism in the western society. The chain of consumerism never ends. It degrades moral being to only look for material satisfaction and degrades the spiritual existence. It has led to overuse of resources and degradation of environment.

On the other hand, idea of contentment promotes satisfaction, peace, harmony. It gives time to person for exploring his inner potentialities.

Inculcating the attitude of contentment in society would oppose the existing

Remarks

consumerism. It needs a consistent and persuasive effort to root out ~~consumerism~~ excessive consumerism.

While material things are important and contentment does not rule out the same. It only ensures that one does not ignore other aspect of life such as family, self-development and society.

Remarks

Q10. "There is a common belief that many things in India have become very disorderly and ugly and have deteriorated beyond repair so much so that there is a common respite that now nothing could be done for change, things will move only on their natural pace. But great Indian spiritual guru Swami Vivekananda believed that it is our own mental attitude and thoughts which make things beautiful or ugly and so we should learn to see things in the proper light". In the light of the above statement explain how is it possible to change things for better in our country by citing some appropriate examples.

(150 Words) (10 Marks)

One always see world through one's perceptions. What you believe and want to see is what you end up seeing most often.

It is our attitude towards objects & situations that makes things beautiful or ugly.

India is facing many challenges such as poverty, malnutrition, degradation of environment, huge traffic and a fast change of moral values in society. However this does not mean they can not be changed. Status-quo is not the solution to the challenges.

There are innovators who are self-motivated individuals who have worked to change the situation.

~~One~~ Rajasthan administration had

Remarks

started a scheme to check malnutrition by providing 'fortified food' to children. It was reported by WHO that it has changed the scenario.

Similarly, recent HDI report has commended the steps taken by India to reduce mortality & increase life-expectancy. Changes are brought through positive attitude and conviction.

Like Anus Hazare, Sh. Pappat Rao Pawar have been awarded for their attitude to change prevailing situations in their villages.

We need to inculcate that behaviour, attitude, passion and positivity in ourselves which motivates everyone to challenge the status-quo.

Remarks

Q11. "True character is revealed in adversity". Discuss the statement in light of the various challenges that public service throws upon public servants? How would you respond to them? (150 Words) (10 Marks)

Character is the inner self of an individual. It is the reflection of moral values one holds dear. True character of an individual reflects in difficult and adverse situations.

Public servants work in a environment which is highly demanding. They deal with pressure from people, politicians, seniors, civil society organisations and regulatory bodies.

It brings challenges for ~~people~~ public servants by making them feel frustrated, angry, disappointed etc. These situations bring the inner self in action and behaviour.

Emotions play an important role in controlling behaviour. One's character is shaped by many situation & experiences. As a public servant, one must handle such situations.

Remarks

- ① Competence to handle tough situations through resolution by talking to seniors, subordinates & people.
- ② Understanding one's own emotions and controlling behaviour during adverse situation.
- ③ ~~It is~~ Being open to diverse views, understand others, social-awareness and relationship building qualities will help in taking over such situations.

Being able to stay calm, take rational decisions and think before doing are important qualities to be embraced.

Remarks

Q12. "A commitment to the common good could bring us together and solve the deepest problems of this country and the world now faces". Critically analyze.

(150 Words) (10 Marks)

Common good is the interests of all individuals which ensures no one is hurt with the common good. It reconciliates the individual interests to arrive at common good.

It can help in solving problems in country & world in following ways:-

- ① It promotes basic welfare of all individuals ~~at all~~
- ② It would promote fraternity, peace & harmony among individuals, reducing the prevailing violence.
- ③ It considers all people at moral equal & sees the good of the society.

However, common good in promoting the interest of the society might curb individual rights & freedom. One

Remarks

may have to restrain activities for the common good.

- It might also bring enmity when one has to compromise for others.

- People are already alienated from society in many instances like terrorists. It would be practically difficult to bring them to follow common good.

Remarks

Q13. "The world becomes completely our own when it comes within the range of our emotions".
Elaborate with examples. (150 Words) (10 Marks)

Emotions are the strong feelings one has for an object. They can never be avoided & are inherent in an individual.

Emotions shape our view of the world, our attitude towards people and situations and guide our actions strongly.

The world is understood by an individual through his/her perceptions which comes from emotions. It is a part of our own when our emotions comply with the real world.

For ex:-

A poor person in distress has emotions of helplessness. ~~and~~ These emotions alienate him from the world. The world will become his own when people understand him & empathize, support the poor.

Remarks

We see world through our emotions and perceptions. When it comes in compliance with our emotions, we are able to adapt, adjust and comply with the world.

Remarks

SECTION - B

Q14. Despite several attempts to discourage the politicians of the region to act as agents of local contractors with poor records in use of material and delivery schedules with regard to public projects, a District Magistrate finds it impossible to award projects to the most deserving contractors. He complained to higher authorities and sought their guidance but to no avail. Not only this, he was shocked to find many of his bosses were hand in glove with the politicians and the contractors, who wanted to award the public projects to unqualified bidders. He was often offered kickbacks to divulge insider information and also threatened that if he cannot oblige these elements in the system, he would either be transferred or physically harmed by the goons associated with politicians and contractors. He was very disturbed, as it seemed to him that he had no choice but either to compromise with the rogue elements or quit the job. He met his friends and sought their suggestions what to do. Here are some of the suggestions. You have to accept or reject the suggestions by giving logic for the same as if you were at the place of the District Magistrate.

- (a) The first friend said that what is there in fighting a system which is incorrigible. Rather than doing this, the friend suggested that compromising with the elements closer to power would ensure his peace and prosperity as well as security.
- (b) The second friend suggested that the people who are trying to win contract not only have political backing but also these people are very dangerous and they can even kill him. Making enemy of political class or rogue contractors would bring nothing positive but endanger his stability, life and future prospects so he must compromise and do things that please them.
- (c) The third friend suggested that in no case the District Magistrate should yield to rogue elements, compromise with his duty towards public service and do things which are against his principles. He should not lose patience and try to find out the possible channels where his concerns would be addressed. While doing all this, he should be extra cautious to safeguard himself from any harm intended by the rogue elements as long as he doesn't find the way out to.
- (d) Another friend said that the Magistrate should be courageous enough to comply with the blue book, do only what is permissible in the rules of bidding without being scared for whatsoever threat he faces as the rule of the law is always at his disposal while doing public service with honesty and probity. He should try to be tough with rogue elements by using the legal provisions and do only what is right without bothering about the consequences. For undesirable consequences, law gives ample space and public too love administrators who safeguard public interest and ensure proper use of government funds.
- (e) The last friend suggested to quit the job as it was very difficult to fight corruption from within the system. He further prompted the District Magistrate to become a politician to fight the rote in the system. (250 Words) (20 Marks)

Remarks

As the District Magistrate, I have the responsibility to protect interest of people, ensure fairness in the system. Here, there is a conflict between personal life, professional growth and my moral values.

Following are the suggestions

(a) Compromising with elements closer to power

Merits - Saves my life, resolves the conflict and ensure professional growth

Demerits - Against the law & interests of people, against my moral values,

promotes wrong values, rejects possibility of change.

→ Rejected as there are always possibilities of change. This will put me in moral conflict, bring more issues & disturb me mentally.

(b) Compromise to save life

Merits → Life of me & my family protected
→ Seniors & politicians satisfied

Demerits → Promotes wrong, anti-social elements and goons.

→ sets wrong precedents in the

Remarks

administration
 → Against morality & legality.

(c)

Merits

→ sees possibility of change
 → Motivates to struggle to find

Solution

→ Legal and rational as it allows me to be in compliance with my moral standing.

→ Promotes cautiousness

Demerits

→ Possibility of transfers & unnecessary problems from seniors as well as politicians
 → threat to security and life.

I would accept this suggestion as it is positive, rational and right in moral sense.

(d) Comply with blue bookMerits

→ legal

→ allows me to conform to constitution, law & my moral

Remarks

values.

Demerits

- Might attract goons & put myself in risk.
- Promotes Confrontation.

Rejected at first but can be second option after (c). However, it has major security risk due to direct confrontation.

(e) Quit the job

Merits → Saves me & family from goons & politicians

Demerits → Does not uphold right values
 → Breaks me morally which will disturb me.
 → It just amounts to avoiding the problem.
 → Corruption may not actually be easy to fight from outside.

Rejected as it does not solve the problem. DM is not appointed to leave in tough situations.

Remarks

DM needs to be tactical in his approach. He needs to ensure that a direct confrontation and rising the conflict is avoided.

Patience & conviction will guide him to improve system in long term. He must act as a change-maker in the current administration.

Remarks

Q15. There is a marginal farmers' family which find agriculture as an occupation insufficient for providing food and meeting other basic needs of the family. You are the Block Development Officer in the concerned area. The farmer comes to you with his 12 years old daughter and 11 years old son with a request to engage the daughter as a cooking and cleaning help and the son as a tea vendor in your office; otherwise his distressed family would be ruined. Since you are the 'biggest' accessible person around, they come to you with a great hope for help. Answer the following questions:

- Since you and your wife are working, by agreeing to farmer's request you would help a family in a crisis on the one hand and get some support for your family and office on the other, would you agree with it as it is win-win situation for both?
- What are the other considerations that would come in your mind before taking the decision in favour of the farmer or denying him regarding it?
- What are the other alternative ways by which you can help the farmer in distress?

(250 Words) (20 Marks)

As the Block Development Officer, I am seen with great hopes by the farmer. In this case, on the one side is interests and rights of children to study, develop and on the other side is poverty of the farmer.

(a) Law of the land has to be respected and employing children below the age of 14 years is illegal.

Even though, it may be a win-win for both the families in short term, in long term children are being put into a situation of illiteracy, uneducated and risks their future.

Remarks

(b) Children's right to education, nutrition, respect and moral & physical development are important considerations. As the BDO, it is my responsibility to ensure compliance with law and become role model.

I need to make sure that other farmers do not follow the same path of allowing their children to work. Attitudes and behaviour of families towards needs of children & their future is important.

(c) Upholding the law, I would deny to employ the children. However, without an alternative for the farmer, he ~~would~~ is vulnerable to taking extreme steps. Such as suicide.

Following are some options

Remarks

- ① I can certainly offer job to his wife or any other adult member. However that doesn't solve the problem of farmer community as a whole and might not be ~~good~~ be solution for long term.
- ② Educating the farmer on various schemes of the government to provide him wage, subsidised food etc could be very helpful.
- ③ Education & nutrition of children can be ensured through Anganwadi centre and Midday meal scheme.

I should look for combining existing programmes and help the farmer through official institutional channel which would work for long time.

Remarks

Q16. An old man kills his sick wife in a hospital getting disappointed after a long battle against cancer she is suffering from. He has no remorse and he says that it had been very hard for him to see his wife's pain and he found it better to end her life rather than leaving her to face unbearable pain every day.

- Is it ethically right to end somebody's life (kill)?
- Can there be a case for making euthanasia legal?
- What should be a doctor's duty towards terminally sick patients?

(250 Words) (20 Marks)

Terminally sick patients suffer from extreme pain and the plight of their family members is hard. It involves huge emotional pain for the man to see his sick wife getting disappointed after the battle against cancer.

~~However~~ Taking someone's life is unethical.
 ① It can not be made sure that there is no cure. Technology advancement may solve the problem.

② Pain can be avoided and life can be made comfortable through proper palliative care.

The man could have resorted to other doctors. Life has an inherent value, and a mortal being should not be killed by

Remarks

someone.

-However, situations like extreme pain may force someone.

People resort to euthanasia when they can no longer bear the pain of diseases or treatment.

Passive euthanasia involves letting the patient die, taking him/her off the medical support. It relieves family of emotional pain & financial stress as well. Poor families often find it difficult to afford costly palliative care. It raises question of should a life be forcefully kept alive through medical instruments.

-However, misuse of euthanasia is a threat to society. It could be used by family members to get rid of old age parents.

Remarks

Doctors play an important role in ensuring a good care of patients and family in cases of terminally ill patients.

① Doctors should minimize the pain of the patient so as to live a comfortable life as long as one lives.

② Counselling the family, generating hope and motivating them to fight with such difficult situations.

③ Doctors must give correct information to the family members ~~and~~ so that correct decisions can be taken.

Remarks

Q17. A private school has dismissed a teacher after claiming that she had failed to complete her six-month probationary period to a satisfactory standard. But the actual reason was that she had been suspended from the job after just three months on the grounds of her HIV status. But school does not want to make it as a formal reason for dismissal. She is friend of your wife. She is hesitating in making a formal complaint to competent authority. Your wife informally discussed this with you as you are a District Collector. She expect something from you but she fears that if matter goes to public it will hurt the sentiment of victim as she herself don't want to do anything.

Discuss course of action that you will take and justify every steps.

(250 Words) (20 Marks)

Discrimination against HIV infected persons is illegal as well as irrational. As the District Collector, I have the responsibility to ensure justice in the society and the ~~women~~ teacher deserve her job opportunity.

- I need to protect her privacy when taking any action as it might harm her social relationships if it becomes public.

- I ~~she~~ would talk to the teacher to understand in detail what happened. An investigation can be launched to bring the culprits to book.

~~The school authorities will be strictly stated to reinstate the teacher~~

Remarks

The school authorities need to be talked to to find out the real issue and facts of the matter.

~~Legal~~ The authorities will be told about the law and legal action that could be taken. Privacy can be protected at the highest level as the law allows etc.

~~the~~ This attitude of discrimination is prevalent in society and it as an authority must take long term steps

① Awareness campaigns to allay the wrong beliefs about spread of HIV through touching or general social interaction.

② Countering the mis-information about spread of HIV only through sexual intercourse which shatters infected person's social image.

- ③ Educating people about the laws and opportunities for people provided by govt.
- ④ A grievance redressal mechanism -
need to be put in place so that
general public can report the incidents
of discrimination.

Remarks

Q18. Once you went to market with your mother for festive shopping. There you found that most of the shopkeepers have employed children as attendants and were behaving very harshly with them. You get very touched by seeing all this and started arguing with one of the shopkeeper on this issue. Your mother told you to stop and asked you that if you argue like this, he will remove the child and child may have no earning source for family.

- (a) What will you do in consonance to your moral quality in this situation?
 (b) Discuss limitations of various possible actions that you are suppose to take.
 (c) Among the available options, which may yield the desired result in consonance to your moral quality.

(250 Words) (20 Marks)

Children are the future of our country and deserve opportunities for self-development. Education, health, nutrition are the rights in a society and the society must ensure a healthy environment for the same.

It is against my moral quality to let children work and being treated badly.

I have following options

- ① Involve with NGOs to persuade shopkeepers about stopping this. NGOs working in children rights can help put the children back in schools & ensure a good future. It would also provide the community support. NGOs generally have the capacity to take action. Their parents also need to be convinced.

Remarks

② Ignore the incident & move on: As my mother said, their daily wage support their family. I may choose to ignore. However that perpetuates the attitudes and the practice, will inscribe itself in society. It is against my moral values.

③ Report to police: Police ~~are~~ legal system will pull the children out, however, they may not be permanent changes. In addition, families will be pushed to poverty.

I need to ensure things as per my moral values:

- ① children being moved out of the shops & given their rights
- ② families do not get pushed to poverty which will trigger malnutrition for the family as well as children.

Remarks

I would find out about NGOs and get to know government programmes that could help family & children. Mid Day meal, MNREGA etc. are some options.

Through the NGO, I would also talk to their parents & convince them about future of their children. They need to be give education which can be done through govt. schools.

Shopkeepers need to be strictly told about the law and warned against employing children & misbehaving with them.

At the end, police help can be taken but it has to be accompanied with above listed steps to ensure a long-term change.

Remarks

Q19. There is a big government organization and a senior administrative officer has recently joined as its head. He is very short tempered and even on small matters threatens his subordinates with suspension, discharge, and dismissal. You are the next senior officer in the organization and very popular there. Every one looks upon you that you will take some initiatives to cool down the office head.

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

While it is important to ensure work quality & professionalism in the organization, threatening subordinates at every small matter would destroy the work culture, alienate people & decrease their efficiency and passion to work. As a senior, I have following ~~options~~ options available.

① Scold the officer and tell him outrightly not to behave same that way. It may ensure compliance but does not change his attitude towards his subordinates. My scolding him would in fact reinforce his belief that threatening solves the problem.

Remarks

② Transfer the officer: As he is not able to work with subordinates, it would satisfy the staff. He will be taught a lesson. However, whenever he goes the people & employees will have similar issues. As a part of government as a whole, I have

the responsibility to ensure ~~that~~ that it do not propagate wrong culture. It would also amount to avoiding the problems rather than solving it.

③ Talk to the officer very calmly, educate about establishing a work culture: This over long term would change his attitude. He would be able to transform himself, deliver results, increase efficiency of himself as well as his subordinates.

Remarks

I would call the officer and understand his situation. He should be given a chance to explain his side of the story. I would tell him the concerns ~~at that~~ and try to persuade him on how it would impact his relations as well carrier.

following additional steps could be taken

- ① A training for staff as well as officers to understand behavioural components & self-control, managerial skills
- ② Team building activities might bridge the gaps. It could be an innovative way to make them feel rejuvenated.
- ③ The officer might have personal problems. I could mentor him & help him in solving these problems.

Remarks

Remarks