

GENERAL STUDIES - PAPER - IV

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> • There are 18 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. • Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off. <p>(Note: In Section A, Q.No. 4 carry 20 marks and word limit is 300 words. All other Questions in Section A carry 10 marks each and word limit is 150 words each.)</p>
2.		
3.		
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6.		
7.		
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17.		
18.		
99		

1. Invigilator Signature _____

2. Invigilator Signature _____

Name SHUBHAM KUNDAL

Roll No. _____

Mobile No. _____

Date 11/11/11

Signature [Signature]

REMARKS

GS SCORE
GO AHEADS TEST SERIES 2019

Section - A

Q1. What are the advantages and limitations of the deontological approach to governance and in the maintenance law and order? (10 Marks)

Deontological approach of governance refers to a form of governance.

using deontology as it's foundational value. Deontological principles demand looking at intrinsic quality of the action. In other words, it demands

not only right ends but also

fair means to achieve the goal.

Kant would define it as a

"Categorical imperative" to follow

deontology.

For eg: Deontological governance requires following fair means to achieve

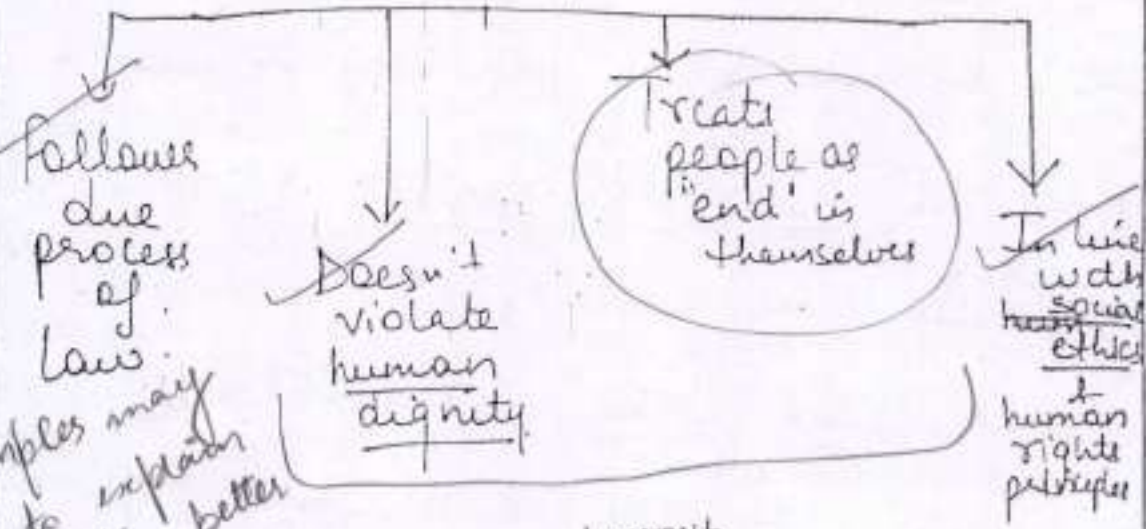
ethical means are important without judging the rightness or wrongness of the consequences produced

Remarks

National interest in international politics.
(no proxy war in Middle east)

Deontology in Law & Order Governance

Positives



Examples may help you to explain points better

However, negatives of approach in Law & justice are

- Delayed Law & justice due to procedural issues
- Possibility of misutilization by rogue elements
- Require Difficult to apply in desperate situations like wars etc.

good

A balance must be maintained between Teleology & Deontology in governance

Remarks

Q2. You are a Principal at a high school and you want to help your students resist being persuaded by seeing the advertising messages for alcohol. What strategies would you use to help your students resist these marketing attempts? (10 Marks)

Ans & The advent of communication & Information technology has exposed youngsters to sensitive & provocative content inappropriate for their age.
eg: Pornography, Alcohol, smoking etc.

As a principal, it is my moral & professional responsibility to resolve the dilemmas children face because of the aggressive content.

good
↓
moral &
professional
aspects is
what needs
to be focus

Strategy

→ I must follow the Behavioural Theory concept & use positive

Remarks

persuasion.

→ I must ensure that my attempts are not seen as "boring" or "not cool" by youngsters.

→ Therefore, I need to get to their level & formulate strategies to

innovative ways are better - reflect out of box thinking of a person

create a connect & persuade & sensitise them. I would.

Use morning assembly for organising skits, Nukkad Natak, poems etc. to influence them creatively.

Organise Moral lectures without making them "boring" by leveraging new technologies & videos, cartoon, persuasion.

Take them for a visit to Rehab centre to make them understand the sensitiveness of problem.

Remarks

4

Q3. What is Ambedkar's understanding of "Constitutional morality"? How can it provide a framework to resolve conflicts in the Indian society having ethical pluralism? (10 Marks)

Ans: Ambedkar was the chairman of Drafting Committee of the Constitution of India. Dr Ambedkar was a firm believe in constitutional ideas of equality, liberty, Fraternity. For him, constitutional morality, meant not only following the Constitution in letter but in spirit. He, therefore, in his speech in Constituent Assembly said that. Constitution will turn out to be good if the upholders are good & would never be good enough.

Proper understanding of the concept shall get reflected in your explanation

Remarks



If upholders didn't attempt to keep up the spirit. Hence, Ambedkar's constitutional morality ~~inspired~~^{asked} the people to understand & inculcate the deep underlying values of the Constitution in our ~~life~~ civil, political & social ~~life~~ life.

Present Context.

Constitutional Morality can resolve conflicts in ethical pluralist ~~and~~ social life ours as adherence to constitutional ^{al} ~~al~~ ideals provides enough space for all citizens to prosper & ~~live~~ ^{live} together peacefully. It allow people to demand equality as well as minority rights. (Art 29-30). Therefore, it prevents tyranny of majority over minority & vice-versa. ✓

Some of the constitutional values shall be laid down such as rule of law, indiv. freedom etc while emphasizing their relevance in present context.

Remarks

3.5

Q4. Answer the following three questions:

- What is Confucius famous for? Why are his teachings still relevant in the modern society?
- 'Weak value system in families eventually transcend to weak social, political and administrative systems, leading in turn to degeneration of the whole nation'. Comment.
- 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce such problem creation'. Illustrate your opinion.

Ans- Confucius was a ^{Chinese} great philosopher & thinker of his times. His words of wisdom are still a guide for the human kind. ~~his~~

(20 Marks)
Question is not addressed at all

b) Weak value system in family has direct implication on the family members. In other words, if ~~all~~ the members ^{have} are of a weak moral, social & personal value system they reflect the.

Remarks

✓
good reaction.
come in their professional & social life. This in turn leads to a chain

Values are set of conduct ^{units} found personally or socially desirables. As they say, "You are as strong as the weakest link". Therefore, if the

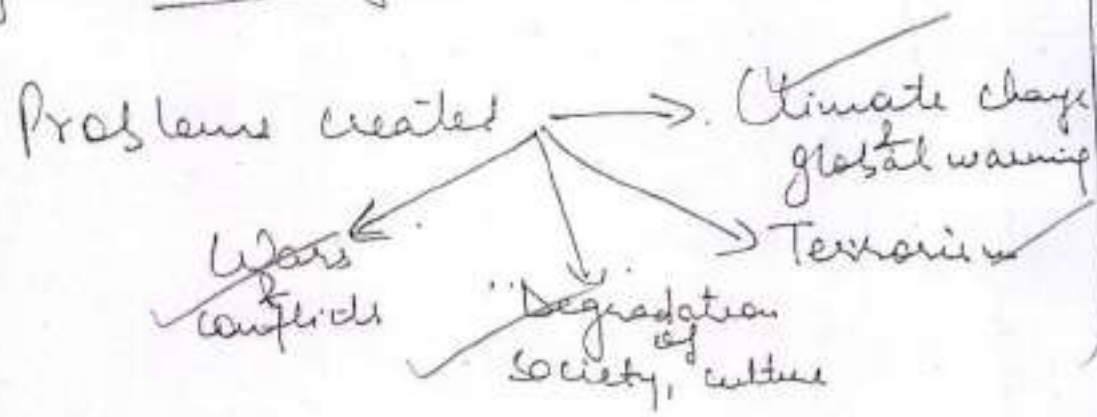
fundamental units of state which can be interpreted as family of families is are of weak value system it will invariably corrupt the entire nation.

eg: ~~If~~ family members have weak moral values of dishonest behaviour they do the same in professional life. This ~~causes~~ degraded professional environ - ment

Remarks

↳ further leads to chain reaction & spread
over to ~~other~~ co-workers ✓

c) Humans have progressed in a material
sense but there is lack of spiritual
well being. We are drowned in infama
yet devoid of wisdom. ✓



These problems have been created to
secure ^{nations} "National", "societal" or "personal"
interests. Only, personal values of
(sympathy, honesty, integrity), societal values
of (care, compassion, responsibility), civic
values, moral values & human values
can resolve the crisis

Highlight
the failure
of skills
to solve
these
issues
↓
Hence
the
need
for
values
&
ethics

Remarks

2

Q5. Explain and elaborate the following statements:

- (a) The best way to find yourself is to lose yourself in the service of others.
- (b) The only true wisdom is in knowing that you know nothing.

(10 Marks)

a) Humans are inherently greedy & self-seeking. & continue to strive for material well being. However, the spiritual wellbeing & divine calling still causes an sense of disconnect.

The best way to discover ourselves & find resolve the disconnect is to try to help others & serve others by displaying COMPASSION, EMPATHY & ALTRUISM. It is only

when one does "NISUKAM KARMA" that one can expect to achieve overall wellbeing. It is no wander.

good

illustrate with wandaer
some examples

Remarks

2

that despite amassing huge wealth, Bill Gates is now giving back to society ✓

b) ~~It is~~ Human consider themselves as the top of the creation & most evolved animals. Yet, ~~and~~ despite our advances in sciences, we still haven't understood enough about the world to make sense of it. Therefore, ~~even~~

Philosophers like Socrates say that true wisdom is to realize human limitations of cognition & aptitude.

It is only when we realize our limitations that we can rationally ask deeper questions & seek their answer. The more we will know, the more we realize how much more there is to know.

Focus is on knowledge which needs to be put forth

Remarks

2

Q6. How did Nelson Mandela's life establish the power of "forgiveness over revenge" and "reconciliation over justice"? Explain using events from his life.

(10 Marks)

Mandela was a great leader & spearheaded the apartheid movement in South Africa. He dedicated his life to remove the racial discrimination and ultimately establish the ~~the~~ ideals of equality of man, irrespective of colour of the skin.

good
 ↓
 brief back ground is important

From his life, we know that he was sentenced to Jail term for decades. However, he didn't lose hope & continued the struggle from the Jail. ~~He~~ Like, Gandhiji

Remarks

Mandela also believed in ~~condemning~~
the evil & not the evildoer

Therefore, when South Africa was
freed of apartheid & he became
the 1st Premier of the country he
didn't seek revenge against the

"Whites". Instead, he set up the
country on ideals of equality &
fraternity. Therefore, he established
victory of good over evil &

forgiveness over revenge. Today, Blacks
& Whites live in harmony due to
Mandela's Vision which is opposite to
Zimbabwe's experience
under Mugabe

Incorporate
the virtues
of reconciliation
over justice
& how
former
attains a
middle
ground

Excellent

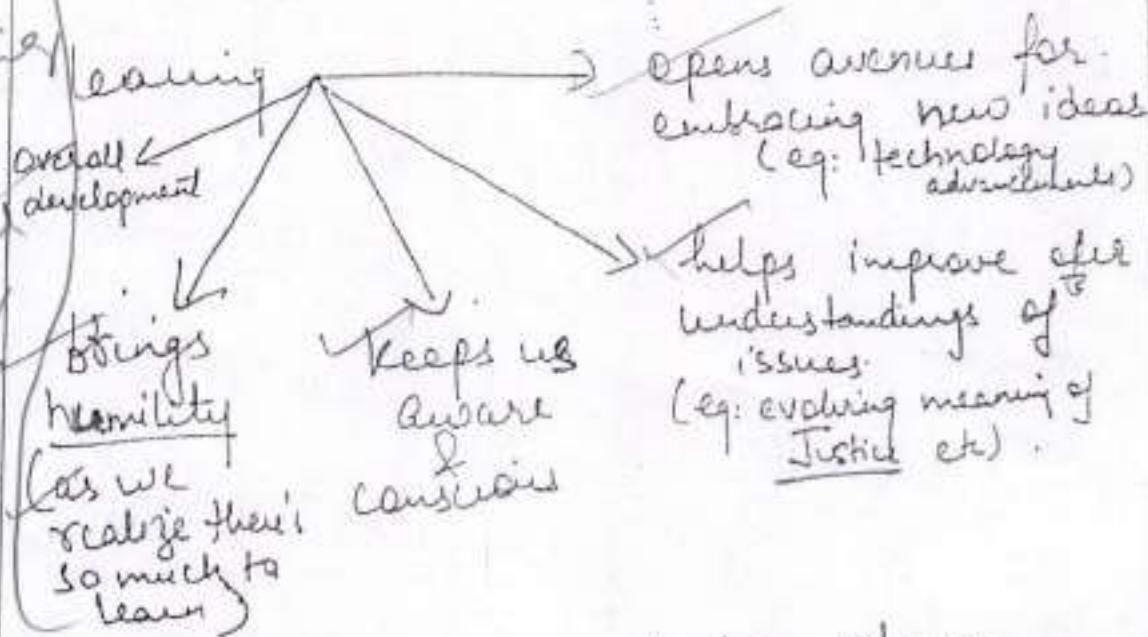
Remarks

4

Q7. How does learning play an important role in the evolution of an individual, a system and a society? What are the prerequisites of a learning mind? What are the main obstructions to learning? (10 Marks)

Ans They say that man doesn't die when he stops breathing but when he stops learning. Learning plays an important role in individual, society & system as

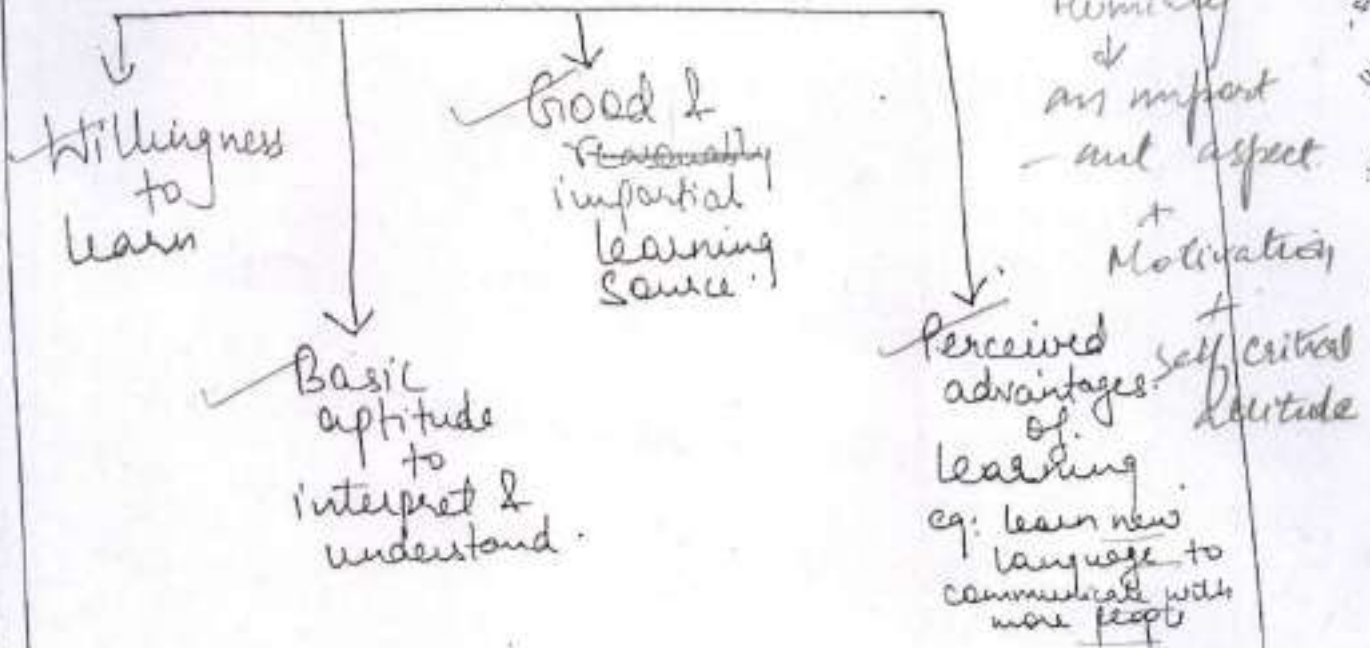
good
↓
significance
of learning
put in
a beautiful
way



Therefore, learning helps shun Chavirism & helps open up our mind & critically analyse issues

Remarks

Prerequisites



The road blocks to learning are -

→ Traditional & orthodox mindsets of ethnic or cultural CHAUVINISM

→ Lack of impartial teacher

→ Insufficient cognitive abilities

→ Negative attitude } can be put more specifically

Man must strive to learn life long to be relevant in a dynamic world

Remarks

4.5

Q8. Bureaucratic morality in any society is but a mirror of the political morality prevailing there in. Explain and illustrate with the help of examples. (10 Marks)

Morals pertain to rules or conduct acceptable to a person or society.

Therefore, morals help in ascertaining the ^{word} "goodness" of the subject.

Bureaucracy is responsible for formulating policies & implementing them on the ground. Therefore, they interact with

people. (i.e. citizens) & their representatives (politicians). In other words,

Since bureaucrats are ultimately responsible to political class (who are

ultimately responsible to people). They ultimately echo the morality & beliefs of the politicians. ✓

Remarks

good
↓
Importance
of pol. culture
is huge
↓
shapes
bureaucratic
culture

eg. 1) If political class is committed to zero-tolerance to corruption, they will usher reforms & strict enforcement of rules. ~~with~~ The Bureaucracy will invariably have to comply & therefore reflect the political morals of transparency, accountability & fairness on the ground.
good - emphatic - ty part

ii) Failed states often have autocratic rulers who are lax & vain. Since they don't care for any real reforms on ground, the status quo continues as bureaucracy has no incentive or order for reforms.
good examples

iii) Swachh Bharat is a clear success & articulation of political commitment to SANITATION & cleanliness

4.5

Remarks

Q9. What do you mean by integrity? Why is integrity called the supreme quality of leadership? What is the relation between honesty, integrity and probity in administration?

(10 Marks)

Ans Integrity means being displaying professionalism & following the rules & guidelines to come across as being reliable & trustworthy. It involves having a strong & sound adherence to moral & ethical framework. ✓

Integrity is supreme quality of leadership as integrity displays the professional competence & moral-ethical standing of a person. Since, a leader by definition, has to be at the forefront & be face of the organisation he must not only be as trustworthy & reliable face for the

The essential component of integrity is consistency of actions
↓
Highly

Remarks

Outer environment & he must also inspire the internal environment comprising of ~~the~~ his subordinates & inferiors.

He must lead as an example by setting standards for conduct in the organisation.

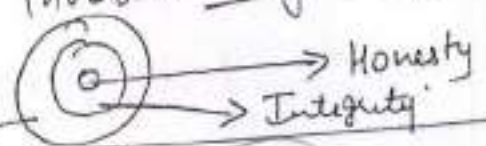
Honesty, Integrity & Probity

~~Honesty~~ means being truthful.

~~Integrity~~ is having strong ^{moral-ethical value system & adhering to it}

~~Probity~~ is confirmed integrity. It involves being incorruptible & of high moral & ethical adherence to rules & guidelines.

eg: ~~to~~ Taking a bribe & confessing is Honesty, while Integrity involves refusing the bribe.



No class on the defⁿ of Probity by Elabante

good

Remarks

4

Q10. What is sensitivity? Is it a strength or a weakness for a civil servant? Give reasons and also cite examples. (10 Marks)

a feeling
by which
one
can
relate
with
others

An sensitivity means being conscious of the surroundings, people & external environment. It involves sensing the changes or turbulence from the status-quo. #

Sensitivity is a double edged sword if not channelised properly. Therefore

sensitivity is good. & a strength only when coupled with EMOTIONAL INTELLIGENCE

This is because unnecessary or irresponsible response to an issue can lead to disruption of smooth working of the public institution.

Remarks

eg: i) Sensitivity to mob. protesting for land acquisition is positive & a strength if I use emotional intelligence to control my frustration & try to assuage their concerns.

ii) Sensitive to negative comments by political bosses for non fulfilment of ~~as~~ wrong & illegal favour will cause problems in social & personal life.

Therefore, we must learn to channel our emotion. ~~to be sensitive to~~ issues ~~only after~~.

Examples need to be better & put in proper content

3

Remarks

Q11. "Profit with integrity leads to sustained growth". What do you understand by this statement? Discuss the ethical dimensions involved in relation to businesses, entrepreneurs and start-ups contributing to the economic growth and development of the nation.

(10 Marks)

Ans The statement means that in short term focus on profit through.

unfair means might cause material gain but in long term it will fire back as value system devoid

good statement must put perspective in

employee & company will ultimately self destruct due to legal or institutional problems

Ethical dimensions

- Payment of taxes.
- Ensuring welfare of shareholders while not causing harm to.

Remarks

Stakeholders

- Reasonable ~~of~~ rates & quality services to the users
- Citizen charters & disclosures to the external public. ^{transparency} in governance
- Evolving a code of conduct & ethical system for the users
- Choosing legal, morally defensible & ethically feasible & environmentally sustainable policies

Ethical dimensions
need clarity.
↓
policy
w.r.t to
Environment
↓
Environment
vs
development
dilemma

3.5

Q12. Your friend is an amazing athlete. He excels at basically every sport he tries. Unfortunately, you are not quite as athletically gifted. What strategies can you use to avoid feeling bad about your own sport abilities in comparison to your friend?

(10 Marks)

Ans. We must not look at life as a zero sum game. Every cloud has a silver lining. & therefore I.

should not be envious of my

friend. I must try to celebrate his talents & try to

find areas where I excel.

Like Einstein said, if you ask

a fish to climb the tree, it

will die believing that it is

not talented.

Therefore, I will $\frac{-p}{-b}$

Reflects a
Positive
Approach.

Remarks

→ Try to find my strengths & work on them.

→ Try to read scriptures & religious books like Greeta to reinforce the values of non-hatred & love for all.

→ Take inspiration from him & try to excel like him in my chosen field.

4.5

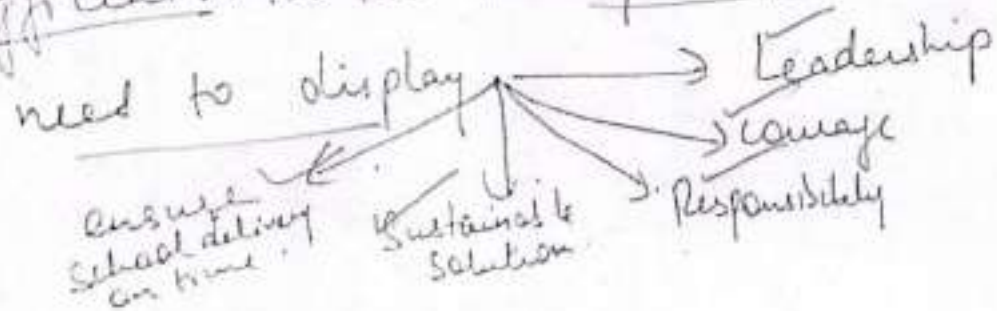
Excellent

Section - B

- Q13. A primary school building is being constructed in a remote village, by the local Gram panchayat. Panchayat functionaries do not have sufficient expertise and the Engineer-in-charge of the project rarely visits the site. People of the nearby villages fear that substandard materials are being used in construction of the building. Villagers fear that the school building might become unsafe for their children. One of them (villager) has taken the task of exposing the corrupt practices, through RTI.
- What are the various options before the villager?
 - Examine the merits and demerits of each option. According to you, what should be the ideal course of action and why?

(20 Marks)

Ans In this case, the villagers & panchayat functionaries in particular are facing an irresponsible & lax official. The Panchayat functionaries



a) options

- Approach the local BDO or the SDM
- request the local politician to intervene
- Talk to the Engineer & convey the concerns.

Remarks

iv) Contact local media channels to bring issue in limelight

v) Register a case for malpractice in local police station.

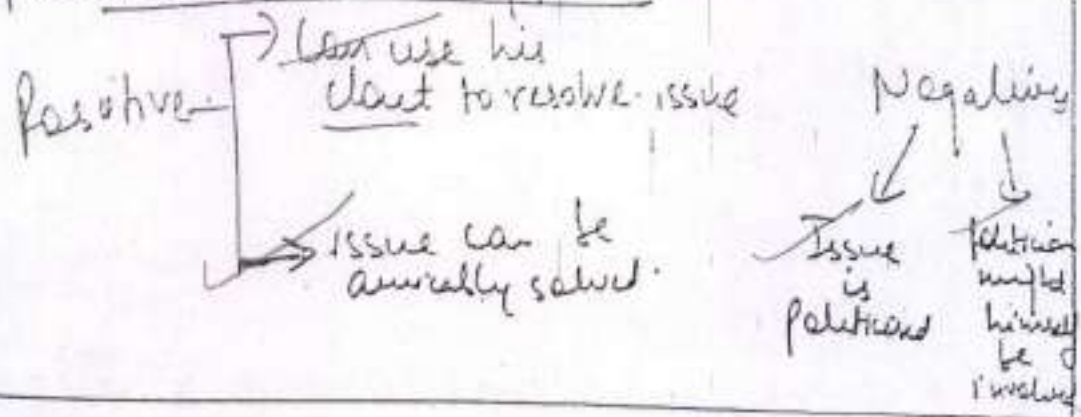
may not be prudent way to deal - since there is no proof but only a fear among villagers

vii) b) Analysis

- Approach BDO/SDM.

Positive	Negative
<ul style="list-style-type: none"> Next in command in contact. Therefore procedural integrity Available solutions if possible 	<ul style="list-style-type: none"> SDM/BDO might not consider this a priority. Difficult to travel & register complaints (Travelling costs & admin. expenses)

- Politicians to be approached



Remarks

Moral prism should be covered
↳ Politician is a representative
Scanned by CamScanner
his responsibility

- Talk to engineer :- This allows ^{that by} try to persuade him & give him ^{first} chance to take a right decision. However, this might cause engineer to get cautious & avoid the charges by using his "limbs"

3000

- Contact Media ^{Register case} :- This helps issue to highlight but creates unnecessary sensationalism & political chatter-chatter. It could politicize issue & lead to further delay because of procedural issues

~~Register case~~ ~~Contact media~~ ~~same appoints act~~
 I would first warn the engineer & try to solve issue amicably. However, if not results, it will approach next in line officer i.e. BDO/SDM as it will provide scope for amicable resolving the dispute.
 Procedural integrity → is not sensationalist
 → best avenue to build school earliest

Moral and administrative responsibility of an officer need to

Remarks

be kept in mind
 9

Q14. There was a residential school situated in the remote part of the country in which approximately 250 boys of class IXth and Xth used to stay and study. The School Principal had his residence in the school premises itself. The Principal used to attend and participate in the daily morning prayers and take both his meals along with students. He was a kind-hearted and empathetic person, who also used to provide moral education. The students liked and admired him not only because he preached, but he also used to set personal examples.

On the basis of the above information, answer the following questions.

- (a) What could be the contribution of the 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 have on his attitude and behaviour? (20 Marks)

Ans. The school principle in this case is a classic example of the possible benefits of the **ROLE MODEL THEORY**, **POSITIVE REINFORCEMENT Theory**, and **ATTITUDINAL Theory**.

Therefore, the principle, by trying to be a part of the student community is not only fulfilling moral but also professional responsibility while displaying **PROFESSIONALISM**, **COMMITTED** & **DEDICATION** attitude in his work **MORAL, SOCIAL, PERSONAL &**

Good

Remarks

ORGANISATIONAL ETHICS

a) ~~Text~~ Principle contributed in attitude formation in a big way. Attitudes are pre conceived notions about an attitude subject. ~~etc~~

Therefore, in line with ABC theory of attitude he is :-

→ Affect :- Helping build value-system by moral lectures (Civic values & Personal) & interaction

→ Behaviour :- Enforcing behavioural changes & reinforcement by daring with them. He is therefore developing positive feeling towards good, service & life in general. (COMMUNITY ETHICS)

→ Legitimation :- His lectures & qualities serve as role model to replicate & is embedded in students as information

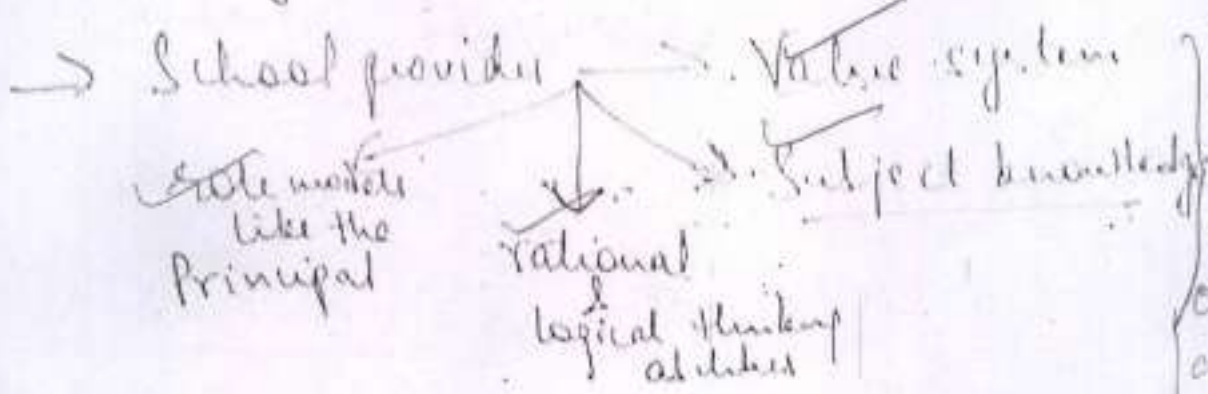
Highlight the values that will follow as a result of his actions

- ↓
- Discipline
 - Commitment
 - Leadership etc.

Remarks

b) If one of the student becomes Civil servant, school will have high impact as ->

-> School is in far flung area & therefore the most important factor influencing his life ✓



need to bring out the qualities that the student will imbibe which will be relevant to his role as a civil servant

Therefore, it will significantly affect his Attitude as he is likely to develop a positive attitude & an attitude of

mutual respect & ETHICAL-Importance &

hardwork. The positive reinforcement of the principle directly influences his behaviour as ~~well~~ he is likely to be more welcoming & open

Remarks

8

Q15. There are spiritual gurus and social activists who enjoy a big fan-following among people. Their messages flow easily among masses & people follow them. However, the government spends lots of money on advertisement of its welfare and development programmes, yet people's response and participation is sluggish as exemplified in the "Swachh Bharat", "Beti Bachao, Beti Padhao", "Afforestation" and "Family Planning" schemes among others. There are many social ills such as child labour, dowry, and aggressive sexual assault of women. Answer the following questions based on the above:

- Do you believe that involving spiritual gurus and social activists to increase peoples' participation in welfare programs is good? Give reasons.
- What are the difficulties in involving spiritual gurus and social activists for promotion of the government's welfare programmes? (20 Marks)

Ans - Government is not only morally but also constitutionally obligated under Part III & Part IV to strive for general well being & social-cultural equality & awareness.

a) In line with CULTURAL RELATIVISM model, we must appreciate the cultural context of the problems of the country. Since India is culturally attracted to spirituality & religious values they make a strong

good
↓
trying
a ground
for their
involvement

Remarks

Tool for persuasion

means that spiritual gurus are necessary partners for this. However, this doesn't

In other world, we can invoke spiritual ^{religions} context of the problems to connect to people. eg: Invoking Women as DEVILs to appeal to people's consciousness. to stop feticide etc. This doesn't necessarily require spiritual gurus.

However, if made a part of them they can cause positive enforcement due to their influence & their followings. eg: ISNA fantastic afforestation drive. Socio-cultural reasons.

Reasons need to be specified
↓
o establishes link b/w them & the people
o will bring down the cost of advertising etc.

However, the constitutional ideals under Art 27-28 of a secular & non-partisan

Remarks

state must be born in mind.

b) Dilemmas

→ Mixing religious & social policies can lead to commercialization of the issue. eg: birth control for Muslims, & Uniform Civil code etc

→ § Maintaining principled distance to uphold constitutional guidelines

→ Prevalence of spiritual gurus who are rather exploitative & promote superstitions & quackery; ✓

→ Social activists presents same problem of § → Partisanship allegations
→ Lack of Accountability enforcement

vested & political interests

Despite, the problems involved to supplement the society must be the government efforts

→ Good
Lack of standard operating procedure for the same
↳ Whom to choose & how?

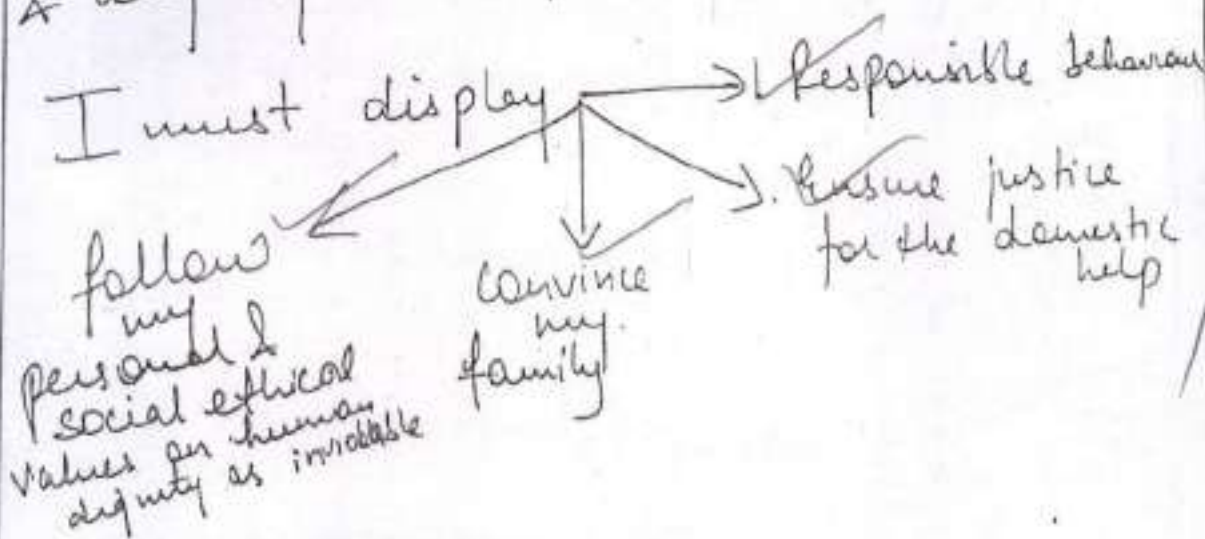
Remarks

9

Q16. You are a Civil servant, living with your parents and wife. You have a part-time domestic who attends all important household works. You find that your mother and wife both ill-treat her in spite of her hard and sincere work. Whenever, you raise the issue of ill-treatment, both your mother and wife rebuke you and say that this is the only way through which domestic work is taken from someone. You are unhappy because of the conduct of your mother and wife.

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

In this case, I observe my own family members mistreating the domestic help & violating HUMAN RIGHTS & dignity under Article 21.



Good
↓
Competing interests & stake holders must be outlined

Options & Analyses

→ ~~Make a police complain against my wife & mother.~~ or report to NIRC

Evaluation :- Making a police complaint

Remarks

follows the rules. & allows me to ^{uphold} ~~hold~~ my beliefs of non-violability of human dignity but shows lack of EMOTIONAL INTELLIGENCE & PERSUASIVE SKILLS on

my part. Further, a chain against my own family without sufficient efforts seems morally wrong to.

→ ~~Take~~ ^{Give} to the help *

This helps me to ensure that the domestic help's dignity & rights aren't violated. However, it creates two problems primarily —

- New domestic help may also be untrained
- Unemployment for this help.

→ Try to use ~~innovations~~ like sensitive my man & wife of laws & moral values

This gives me a chance to educate & hopefully make them aware of

Remarks

good
↓
analysis
through
a
moral
prism
&
practical
feasibility
provides
a
direction
to
act.

their faults. However, it is difficult to try to influence my Mother who is so elder to me. She might take it ^{other} _{wise}. My wife might dispel the suggestion ~~to~~

I will ~~use~~ ^{an} innovative technique ~~like~~ ^{of} Asking the domestic help to take an off for few days ~~& this~~

This will ensure that my wife & mother will not have a help for few days. I will try to help them with the chores & during the process appeal to their conscience about the difficult job of the house help. During this, I will also sensitise them of the legal repercussions & moral-ethical issues with their approach. This will allow me to follow my ethical values with straining families

good
↓
balancing the interests and competing demands

Remarks

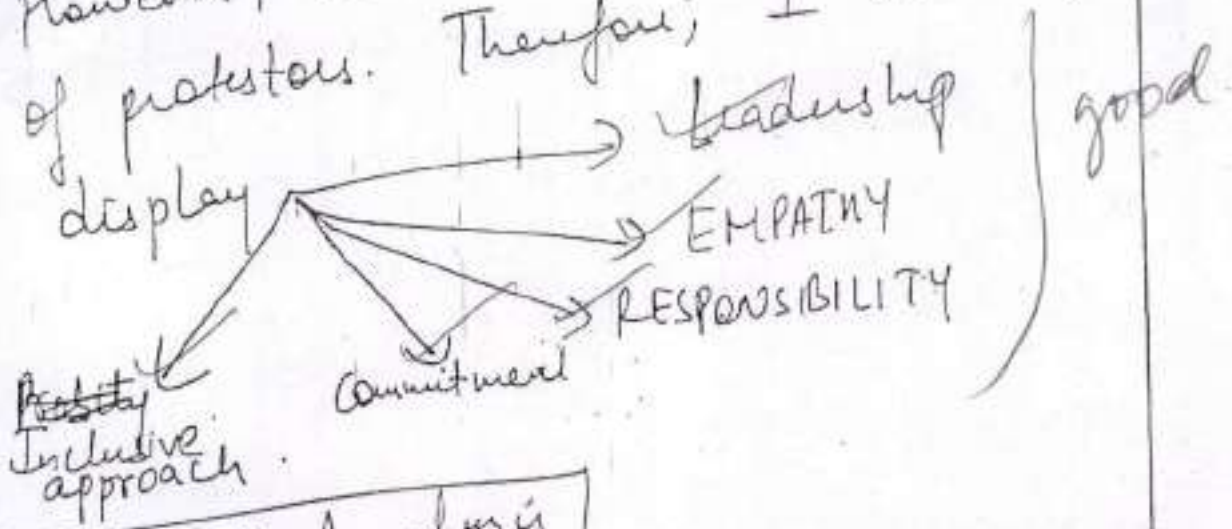
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Q17. Land is the most important component of the life support system. The development projects require land but it leads to displacement which get spill over to generations in many ways, such as loss of traditional means of employment, change of environment, disrupted community life and relationships, marginalization, a profound psychological trauma and more.

Suppose you are heading one of such project entrusted with construction of embankment on a river front to handle the menace of regular flood which affects around 70 villages. However, by the construction of embankment there will be displacement of people on the other side of the river. They are protesting against the construction which is becoming violent day by day. Due to this threat, your subordinates have opted out of the project. However, construction of the embankment is necessary for the safety and security of the people.

What are the options available before you? Examine the merits and demerits of each possible option and finally suggest the best course of action. Also, give reasons. (20 Marks)

Ans. As the head of the project, my prime responsibility is to ensure in time & quality completion of the project. However, I must abrogate the concerns of protesters. Therefore, I must



Options & Analysis

→ Ignore the protests & try to convince

Remarks

subordinates to join back :-

This allows me to ensure my primary goal of completion of project. However it could put the ^{our} lives in danger as well as further fuel the unrest.

Needs a clear explanation.

→ Complain to the police to provide us protection

This also allows completion of job. However, even if we assume the police protection will be fool proof, it doesn't dispel concerns of protesters & amounts to coercion. This would be against social & humanitarian ethics.

against the much valued participatory approach

→ Try to talk to the protesters & assuage concern.

Remarks

This allows me to achieve all the objectives of timely completion, safe workplace & address concern of protesters

However, this can cause things to go out of hand easily as the mob will be difficult to convince. ^{It might also cause time delays} Therefore,

I will -

→ Form a committee including representatives from the protesters to evaluate their concerns & explore rehabilitation

→ Communicate the importance of the project for the villages & their life security (since they are vulnerable during floods)

→ Try to contact & communicate concerns to higher ups to find quick rehab & funds

→ Put place avenues to attract CSR funds for immediate relief & quality of life

good
↓
However construction of embankment will require alternate means of livelihood & land which is similar to the environment they were in - need

to work on that

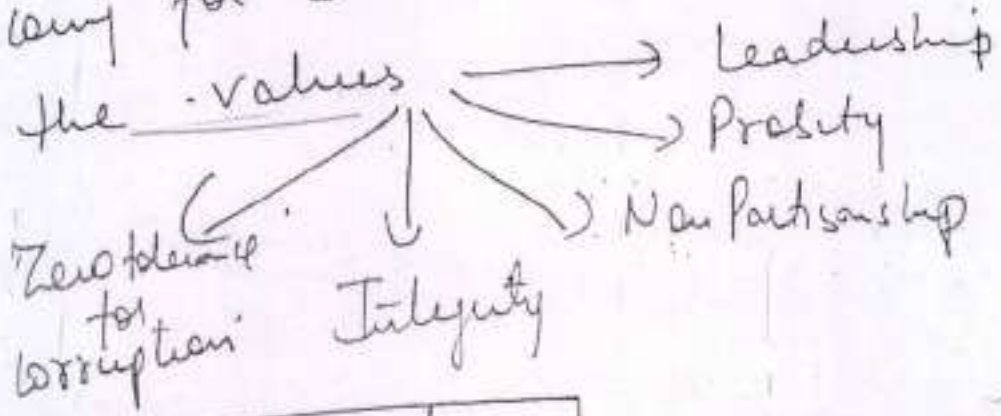
Remarks

8.5

Q18. You are the head of a government office which has a large scale of public dealings. People normally come in the office for their routine problems like pension claims, insurance claims, etc. There is an assistant who deals these subjects and there is complaint that he does not clear the claims before extracting a price for the same. He has the backing and patronage of a local influential politician. Other assistants are looking towards you for a decisive action. The work culture of the organization has reached an all-time low. You have decided to act on the given situation.

(a) What are the various options available to you?
 (b) Examine the merits and demerits of each option and suggest the best course of action under the given situation?

In this case, I am facing an individual who is threatening the survival of the entire organisation. The stakeholders are me (Head), the assistant, ^{other} ~~peop~~ employees, politicians & ~~people~~ citizens coming for service. I must display



good understanding

Option & Analysis

→ ~~First~~ Take no action.
 This decision allows me to avoid

Remarks

not an option
↓
as already decided
you decided
to act
↓
Given in the question

forming relations with my colleagues & also avoid wrath of politicians. However, it violates my personal ethics as well as promotes negative culture in the organisation.

→ Issue a show cause notice to Assistant

This is in line with my ethical system & zero tolerance for corruption. It also sets up a strong message in the organisation. I ~~however~~ ensure quality service for citizens. However, I might suffer wrath of politicians!

I will issue a show cause notice to the assistant as I must lead from the front & set an example for the people in the organisation & outside it (citizens)

while that may be fine, but where is the investigation on your part to ascertain the allegations
↓
Administrative Ethics

Remarks

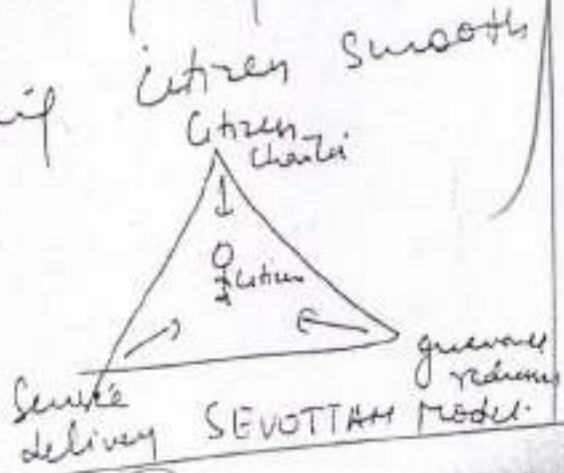
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I will also -

- Create awareness about the zero tolerance policy for corruption among ~~our~~ citizens & open grievance redressal on Twitter & other social media
- Try to issue a citizen's charter
- Organise a team meeting to discuss the issue of conveying my strong dislike & zero tolerance policy

⊗ This allows me to retain my personal ethical values & also makes me come across a good leader while ensuring my primary job of providing citizen smooth service.

Approach needs to address the rights and concerns of all including the alleged ones



Remarks

7

