

## ETHICS, INTEGRITY AND APTITUDE

Time Allowed: 3 hrs.

Max. Marks: 250

Q.	Marks	Instructions to Candidate
1.		<ul style="list-style-type: none"> <li>• There are 19 questions.</li> <li>• All questions are compulsory</li> <li>• The number of marks carried by a question/part is indicated against it.</li> <li>• Content of the answer is more important than its length.</li> <li>• Answers must be written in the space provided.</li> </ul> <p>Any page or portion of the page left blank in the Question-cum-Answer Booklet must be clearly struck off.</p>
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78.5

1. Invigilator Signature

2. Invigilator Signature



Name Tanya Singhal

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

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

Date \_\_\_\_\_

Signature Jay

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

## SECTION - A

Q1. 'Human society is today creating more problems than skills can solve and only human values & ethics can reduce problem creation'. Illustrate your opinion. (150 Words) (10 Marks)

Human society is creating problems like  
 environmental degradation, xenophobia, proxy  
 wars, nuclear weapons, anti-biotic resistance etc.

To solve these problems, skills can work upto  
 some extent. For example in false news, technology  
 can remove some of the wrong messages but

ultimately the onus will lie on the human  
 beings. Moreover, the responsibility of

creating such a technology also lies on human  
 being. Therefore, we need ethics and  
values to solve them

Importance of ethics & values

Environment degradation for instance needs compassion  
 and fraternity approach of human being.

Problem  
 lies  
 within  
 a family  
 too for  
 getting  
 attention

Remarks

if each one of us use the resources as per our need, then environment can be saved.

but the technology like "carbon capture" can only help upto a certain extent. Therefore, it is the ethical values that will help the society.

Y ethics can reduce problem creation?

→ ethics act as a moral compass and it is much proactive approach

→ ethics do not need monitoring and rather it is self imposed, therefore it is much more effective

→ They act as a first line of defence against any wrong doing. For instance nuclear weapons might have not been created at first place.

Today's problems have become much more complex and gigantic, therefore human values will be the foremost defence.

4

Remarks

Q2. According to Maslow and his hierarchy of human needs, why most of the human beings get engaged in the basic necessity of life rather than moving to the self-actualization stage which reflects that human beings are not simply a biological machines?  
 (150 Words) (10 Marks)

Maslow described his level of hierarchy in a pyramid system below.

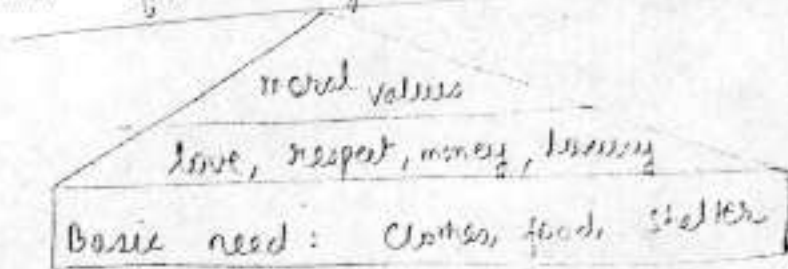


fig: Maslow need of hierarchy

Human beings get engaged in basic necessity of life as they ensure their survival. Since human beings first want to ensure a life (survival), therefore they first fulfill their basic needs. An old saying that "A person cannot even pray if he is hungry". Therefore first of all, there is need of survival. Once this is ensured, then human resorts to intellectual needs.

Remarks

if he will move to the self-actualization stage  
 first, then how will he take good actions  
 for eg a hungry man cannot take rational  
 decisions. Therefore every powerful position  
 is given a good salary and perks so that his/her  
 basic needs are fulfilled. Lord Cornwallis  
 also increased the salary of civil servants in  
 British era so that they do not present to  
 corruption.

Basic necessities ensure that neither  
 survival is ensured. For the same reason, the  
 farmers of Punjab who are hungry the crop  
 residue, which is causing air pollution cannot be  
 strictly fined. As that is their basic need.  
 We can't accept expect them to think about  
 environment if they are hungry and poor.

Man is at first a social animal and then an  
 intellectual being.

Refer to the link  
 for better clarity.

This example  
 is not  
 clear  
 &  
 suitable  
 to the  
 given  
 context

1/2

How  
 does  
 it  
 make  
 sense  
 here?

Remarks



Q3. Humility is the mother of all virtues, purity, charity and obedience. Comment. Do you consider yourself humble? How can you prepare yourself to become more humble?  
(150 Words) (10 Marks)

Humility is a virtue by which a person comes down to earth. He always remains eager to learn. eg. A.P.J. Abdul Kalam

Mother of all virtues → A person who accepts his mistakes (honesty), will be ~~less~~ emotionally intelligent (forget others, love people) if he/she is humble.

~~A humble person will be~~

Purity: A person who is humble would be more pure in his ideas. He will accept each and every's belief, ideas and notions.

Charity: A charitable person who is humble will do charity with selflessness. He will love doing it as a sense of responsibility towards vulnerable.

Obedience → An obedient person may do work because of fear but as a humble and obedient person will do it for respect of the other person.

Need not get into unnecessary discussion

Not required at all.

Remarks

Therefore humility is mother of purity, clarity & obedience?

Yes, I consider myself humble as I think each person has something unique and special in him/her. I also have a firm belief that everything is possible.

I have seen my <sup>do not</sup> humility when I teach children: even if they do not understand after my so many efforts, I always remain humble and explain them in a polite manner.

2/2

Learning is a continuous process and therefore I should also pursue my efforts to become even more humble. I always rethink my actions and do yoga and self-analysis to find out my errors. I think in this way, I would become more humble.

→ Need not intervene in others' affairs  
Always be courteous in respect of circumstances.

Remarks →

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

Consistency refers to continuity. It could be in a person's thought, action or words.

Essence:

Consistency in works show dedication and commitment.

Consistency in actions shows the clarity in thoughts and morals, beliefs etc.

Consistency in words shows control of person during different emotions.

for eg - A person even if angry will not abuse any other person, rather show consistency in his way of talking.

Consistency guarantees trust

if a person is consistent, then definitely other person can predict his actions, thoughts, decisions well in advance. Therefore, it garners trust.

Remarks



eg Gandhiji condemned violence and there was consistency in his thoughts - Therefore people trusted him

but on the other hand, may be a person shows consistency but it is not manifested in a manner that people can understand.

for example: India always remained committed to the idea of peace after independence. but still due to hostile neighbours, we witnessed wars: 1962, 1965. Therefore ~~South Asian~~ Asian countries started disturbing us while we were consistent.

Therefore, it is not essential that consistency guarantee trust in short term but definitely in the long term, it helps in trust building.

Other than trust building, it helps in character building which gives self belief to the person. It is essential in civil services to ensure people have trust on the officers.

What does it signify in the given context?

3/2

Remarks

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

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

(75 Words Each) (5×2=10 Marks)

Charisma refers to face value of the leader. The unlimited trust on the leader by the public becomes charisma of the leader.

For eg. Jawahar Lal Nehru was a charismatic leader.

Cause of Charisma

Charisma is definitely created by effective leadership.

A strong leader with a strong character and clarity in thoughts will definitely have immense embrace trust of people.

One needs to show enough acumen for the same.

but on the other hand if some leaders like Hitler, they had charisma due to oratory skills but it did not last long.

In the long run only, effective leadership can give rise to charisma and not the other way round.

Remarks

Charisma is not on the basis of only It must be followed by action.

(b) Charisma (चरित्र) does not last long (बहुरूप) because

- A leader has to take unpopular decisions sometimes which might lead to break the bubble.
- If charisma is not backed by good leadership skills, then it will go away soon.
- If a leader fails to bring the results which he promised, then people tend to shy away. In leadership, sometimes the result or expected are not realised.
- More competition in the leadership take away the charisma.

But this is not always the case, if the leader is of integrity and strong character then his charisma last long and even after his life of ~~teaching~~ Gandhiji; Today his teachings are of equal importance as were in the past.

2

Good content

Remarks

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

Citizen charter is a public statement made to state the vision, mission and service offered by an organization. It has important like grievance redressal and fixed timelines.

Citizen charter as proactive approach

- ✓ It ensures the proactive display of information.
- ✓ It fixes accountability on the officers to deliver the service with in fixed time.
- ✓ It is citizen centric approach.
- ✓ It gives the status of empowered citizen inspite of mere beneficiary.
- ✓ Feedback mechanism ensure proactive approach to bring changes for betterment.

Indian experience to Citizen Charter

While departments have put forward Charters but the results are not as per expectations because

→ citizen charter do not follow bottom to top approach

does not

Remarks

→ All officials still remain sensitive to the needs of people

→ feedback and grievance redressal mechanism is not accountable as expected.

Case Study → It is not upgraded time as per need

If I will become the district ~~magistrate~~ Health officer, then first of all, I ~~will~~ will myself go through the procedures and services offered at the center

(1) I will call an internal meeting ~~at~~ a predefined date to discuss the citizen charter. If there is existing charter, I will ask suggestions to improve it.

(2) I will display the draft on the notice boards in the premises and on the website. I will ask suggestions and feedback from NGOs, citizens, other officers.

(3) After receiving all, the final draft would be prepared.

(4) It would be followed by a mock run to ensure its functioning.

(5) A day in 2 months would be fixed to upgrade the charter.

Remarks

Good

time to

4



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

Corruption is multifaceted problem which manifests itself in nepotism, rent seeking attitudes, bribery, extortion, favouritism etc.

It is a legal problem

→ Judicial delays in conviction ~~do not~~ create any or minimum deterrence ~~deterrence~~

→ Whistle blower Act have flaws like → offers no incentive to the whistleblower

~~do not~~ cover the meristors ~~do not~~ have any time limit  
Therefore, even honest people can't complain against the corruption

→ Criminalization of politics = happening agains due to pending delays and investigation process

It is a social problem

→ A person who is corrupt is accepted in a society

→ family of the person persuades him/her to do corruption

It's not a single word do not

How does it make sense here?

Remarks

does not

→ Study do not find a ill, therefore collective history is well accepted in India

It is a moral problem

People have values like honesty, integrity but they lack values like corruption.

greed overpowers the other values like honesty.

Lack of moral education in the society ~~is~~ do not exist a belief in morals in the person

It is definitely not a grease that runs a system because corruption is just not acceptable, even not a tiny bit. A good system runs without corruption. It runs on the ethics, morals and value of society.

3

Corruption needs to weed out completely by introducing value based education, strengthening our legal system and also having it as much as we hate filth.

→ Need to be aware of various highlighted problems

Remarks

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

Code of conduct is set of guidelines given for a particular office - while code of ethics is much broader vision which needs to be followed in letters and spirits.

<u>Code of Conduct</u>	<u>Code of ethics</u>
Invites punishment on violation	Doesn't invite punishment and it is voluntary
It is much more specific for eg. An officer cannot accept a gift more than 5000/-	It is much broader eg - A person should be honest
Much simpler to follow and monitor	It is difficult to implement as well as monitor A person should have firm belief in the value to follow it completely
It covers only specific actions	It guides a person's overall personality and character.

Not clear

Remarks

- Code of conduct's implementation has failed because

(1) Very complicated in formulation  
 They are difficult to comprehend and moreover there are various loopholes. For eg - An officer might not join any political party but his/her relatives can.

(2) Monitoring is difficult as Judiciary and Administration are already overburdened with work and cases. Therefore, monitoring code of conduct has become an extra layer.

(3) A person may follow it in letters but it is difficult to observe if they are followed in spirit too.

for eg - A person might not receive any gift at office while he receives gift at home using personal reasons.

Code of conduct needs a revision and moreover, it should be followed by a comprehensive management on code of ethics as suggested by 2nd ARC Commission.

4

Good effort

Remarks

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

(150 Words) (10 Marks)

obedient  
Loyalty is a positive trait which means a person is obedient and respectful of others.

Professional loyalty can bring a positive work culture as

- 1) There would be more compliance in the orders
- 2) A person would be more accountable & responsible to the organization
- 3) In case of any failure or problem, people will remain intact and work hard.

However, on the other hand, it does not ensure good work culture because

- 1) People would shy away from asking rationale of decision
- 2) They will not fight for the good cause.

for eg. - if organization is polluted river, a loyal professional will not complain. Not a sound sentence

Therefore loyalty with other values intact is vitious for a good and positive work culture.

Remarks



Poor Professional Loyalty of Civil Servants

1) Erosion of trust between public and government

If civil servants will go against the political bosses, then this will erode the trust of people.

2) Delays in work / implementation of schemes  
 Due to resistance and lack of trust between civil servants and political masters, there can be delay which is detrimental to public good.

However, if an honest civil servant is not loyal to the boss due to some immoral action or decision, then it should not be seen as transgression of loyalty. But a civil servant should always try to remain loyal but on the same time he/she should not shy away from raising voices.

You are not asked of activism at all.

Try to answer as per essence of the question only.

2 1/2

Remarks

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

Conscience is the intellectual decision that a human being made. It has the basis of all the experience, knowledge one has gained in entire life time.

Better say it is inner voice of a person.

Role

1) In life of ordinary people

It acts as a defence against immoral actions. For eg - people help road accident's victim, return the lost papers, money etc.

It guides people in crisis of conscience and motivates them to take right decision. In absence of laws, conscience helps a person to determine wrong from right.

2) Leaders

As Gandhiji said "In the law of conscience, majority law has no place". Leaders take difficult decisions because their conscience motivates them. For eg Rajaram Mohan Ray, he was irritigated by his conscience even when his own family was against him.

Remarks

marks

Meaning of statement

The conscience plays an important role and irrespective of being weaker, it is the strongest voice that can be heard.

A person who follows conscience's decision should have courage to follow it. There may be obstacles and other people might try to hinder. But, a person should keep on walking.

For eg - A person from a doctor's family might want to become a singer. He needs enough courage to fight against his family's opinion.

Therefore one should have courage in order to follow conscience.

Leaders are distinct because they have courage to follow their conscience. For eg. - on seeing late, money individual's conscience must have evoked them, but it needs courage of Laya Ram Mohan Roy to put that fire off. Similarly, in civil services, mere having conscience is not enough, rather a person should have the courage to follow directions given by conscience.

4

Need to cite example only if it is necessary

Remarks

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

Impulses and instincts <sup>refer</sup> to the reactive actions.  
 For eg - if a person drop some water on you, an impulsive reply would be in anger rather <sup>a</sup> response would be calm and composed.

Always bad!  
 Although, a person should always take decisions in a relaxed mood but if there is some crisis or person is trying to hurt you, then impulsive reactions are desirable.

Importance of impulse and instincts in decision Making

However, impulsive and instinctive decision making is not desirable but in some conditions like an ~~instinct~~ instinct is better you, then lets instincts work.

Impulse and instincts have helped in faster decision making and in emergency they come

hardly.

Remarks

Explain  
 impulse  
 &  
 instinct  
 separately  
 first

Yes, I agree that great things are not done by impulses because impulses are not well thought rather immediate response. While a great thing would be done out of sheer practice and hardwork.

eg - A person cannot win an olympic race due to impulse rather he/she needs years of practice to do so.

When series of small things ie practice, dedication, step by step learning come together, then only great thing occurs.

eg - An invention happens due to little improvement done by the scientist on a regular basis.

Impulse can be helpful for small work in a short time period. but definitely not in the long term.

Remarks



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

Begin with some meaningful sentence

A civil servant needs to be objective, empathy, compassionate, selfless, rational, impartial at the same time. Therefore he needs to both a person who follows blue book as well as a person who works on discretion.

↳ what does it mean?

Blue book :> Laws are objective and prescribe the guidelines for good functioning. They are made to ensure welfare of citizens in a democratic set up, laws are made by the elected governments and hence have mandate of people.

Therefore, a the civil servant should follow rule book to the maximum. It helps him/her being objective, impartial and rational.

On the other hand, sometimes laws do not cover the each and every situation comprehensively.

Remarks

th you have been repeating this

Remark: Kindly avoid it.

Therefore, discretion should be provided if the laws are not applying in the ~~most~~ right situation.

For eg - if somebody jumped the traffic light to save someone to hospital, then he/she should be exempted.

In order to follow the laws in letter and spirit, a civil servant could follow discretion.

Laws need amendment and subjected to change from time to time. Therefore, it is well known

that laws are part of ethical framework but ~~do not~~ do not cover them comprehensively.

A civil servant should follow blue book to the widest extent possible but at the same time should not recieve from discretion if situation demands.

3 1/2

Remarks

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

Civil servant are Not a proper word interference between public and government. They represent the government in public meetings, international meetings and diplomatic talks. Therefore, they should have the art of counting their words.

Capacity to maintain silence → during situations like riots, communal violence, mob violence, They speaker words with utmost scrutiny. They know the art of effective communication as in the situation of law and order problem, they give the assurance to people and citizens affected. for example - if continuous robbery in the neighbourhood, then police assures trust with effective communication.

↓  
Avoid such erratic expression

Remarks

Swallows differences and even indignation

Civil servants have to undergo huge amount of isolation from public, family, seniors and subordinates. It is expected that civil servants do not develop orgs, but they have to swallow it for effective functioning  
 ex - Doctors get irritated by behaviour of patient

Similarly, in public dealing, there are various opinions, many times, a civil servant may not be able to exercise his thoughts into actions, therefore, he needs to swallow difference. therefore

Personal dislikes have also needs to be swallowed to work effectively in a team spirit.

A civil servant should be able to play with words as well as control them in order to deliver his duty.

3 1/2

Need to be aware of your spelling mistakes caused by your handwriting

Remarks

## SECTION - B

Q14. You are head of an organization which has large public interface. One day an old man approaches you and complains that one Assistant incharge of Old Age Pension Scheme is demanding Rs. 100,00 from him for clearing his pension claims. He has further revealed that this is a common practice in this office and those who do not pay the bribe money, are harassed.

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

(a) What are the options available to you?

(b) Evaluate each of these options and choose the option which you would adopt, giving reasons. (250 Words) (20 Marks)

This is a typical case of improving bad work culture.

Ethical Issues involved

- 1) Corruption as a practice is accepted
- 2) Common good like public service delivery is affected.
- 3) Integrity of office is deteriorated
- 4) Social capital is eroding
- 5) Moral hazard for honest citizens

(a) Options Available

→ Reprimand the Assistant Incharge of Old Pension Scheme.

Remarks



Morals

- Old person will get his pension
- Her trust remains intact
- Officer would be scolded.

Demerits

- Work culture might not improve
- People would be harassed even more because of complaints
- May be the old person is saying false

→ Take the case of old man in my hands

Morals

- I can myself investigate the case
- I can get the work of old man done
- Trust in me reinstated

Demerits

- Work culture not improved
- The culprit not punished.
- Other people may keep on getting harassed

My Way: →

→ I will first investigate the matter and then take the reformative actions.

Looking for the case of old man, I will check his papers in front of the officer. In this way, I would be doing justice to him as well.

How is it improved?

Remarks

After investigating if I found out that bribery is involved then I will take the following steps:

- Position my seat in the office at such a place, where I can monitor other people. May be sitting with them inspite of tables or so.
  - Uploading a citizen charter and posters mentioning simplified procedures.
  - Using of technology to reduce interaction to maximum extent.
  - Setting up of a grievance <sup>redressal</sup> section to complain. I will make sure that I get a report of it with in every week.
  - Policy of rewarding the best employees.
- Other than this, I will also ensure that there are enough seating arrangement for old people in the office.

I have to follow this approach because I believe that if systems are reformed then, they get better results, so I will try to reform a system which is proactive and avoids corruption in the first place.

Remarks

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

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

Ponder over the situation and answer the following questions:

- (a) What were the reasons of failure of the Citizen Charter?
- (b) What should have been ideal course of action and why?

(c) Draw a Citizen's Charter for this case.

(250 Words) (20 Marks)

Reasons for failure ! →

- a) It was implemented in some hurry
- b) In spite of detailed consultation, the capacity of the system was not verified. Maybe the water supply board did not have enough treatment plants for cleaning in a stipulated

time

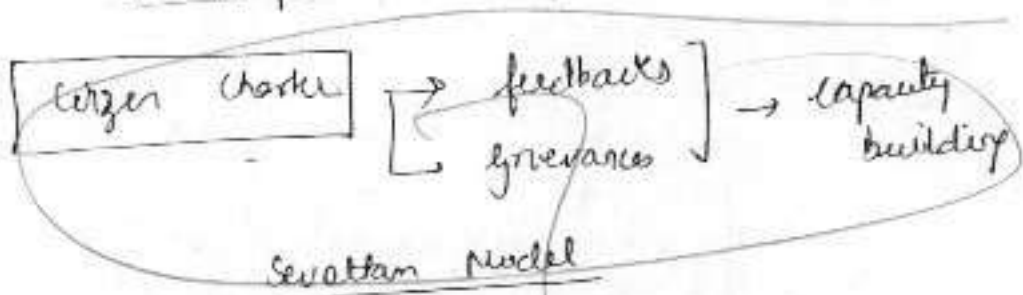
Not clear

- c) Dry run was not done First charter should be implemented internally to check the promises.

Remarks

(d) It was mainly drawn on promises and expectations

(e) 2 redressal grievance redressal office and further to implement the feedbacks, Sevottam model was not adopted.



### b) Ideal Course of Action

- ~~Capacity~~ scientific inspection about the capacity of the plant should be done.
- It should be discussed with the internal team members.
- A dry run data should be collected -  
for eg - average quality of water  
average quantum of water supplied
- Draft should be prepared internally
- Accountability should be fixed for each & every service

Remarks

- Some improvements as per the dry run.
- Suggestions should be invited through from NGOs, citizens
- Again a monthly find draft with realistic promises
- In the long term, a bi-monthly meeting to ensure the feedbacks are inbibed and capacity is increased.
- Further upgradation of drake with new goals laid down.

Not clear

2.1  
2.2

(1) X42 Water Supply Board

Vision: To serve each and every member with good quality of water in required amount.

Mission: To serve the nation and ecology.

Service offered:

Water supply Quantity: X ltr/day/house  
 Water Quality: BOD:  
 COD:  
 Color:  
 PH:  
 turbidity:  
 TDS:

Grievance officer: X42 / Phno, email number

Time limit to resolve: X4 hours.

Feedback number: email:

Meeting 15th of every month from 9am to 11am. These would be meeting: All are cordially invited.

2.2

Remarks

Mention the procedure for new connections.



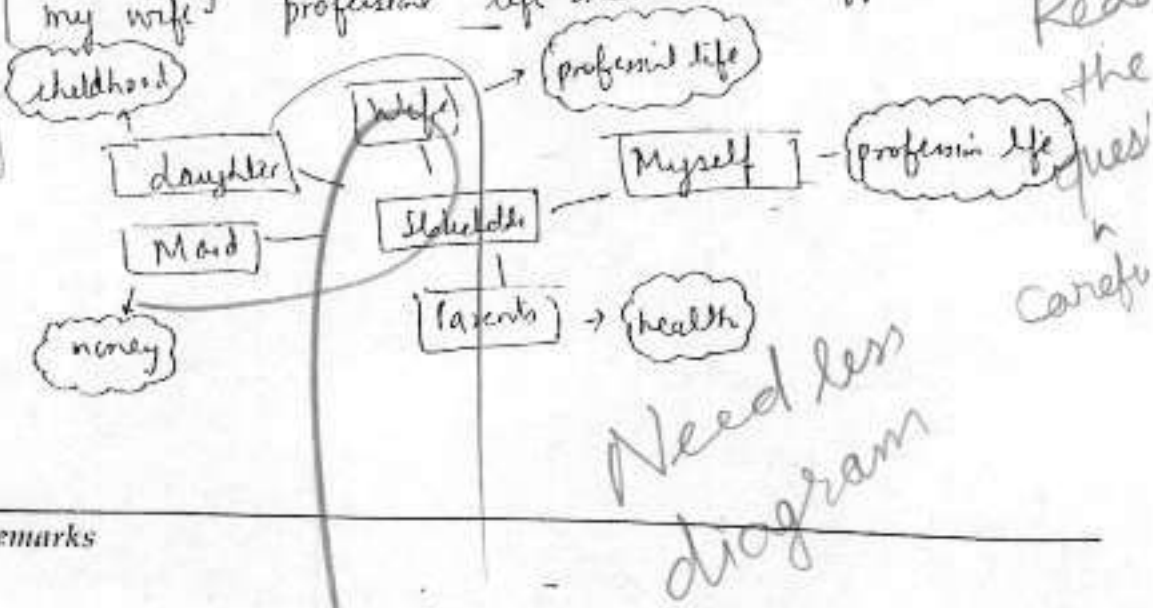
Q16. Due to fall in agricultural productivity and faulty procurement policy, a marginal family head has committed suicide and left his family and two children, daughter (12 years) and son (8 years). They shifted to nearby city in search of work and ended up living in a slum. Both children had to leave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

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

(a) ethical dilemmas

Have to make sure that my family, my wife, maid and her daughter all are insured good life. Daughter of maid should not be robbed of her childhood and neither her family should starve. My old-in-laws should not suffer due to lack of care. My wife's professional life should not suffer.

Discuss your dilemma properly



Reach the ques in careful

Remarks

(b) NO, her justification is not appropriate.

Although it is true that my wife and in laws need help, but we cannot let ~~best~~ that child work. This is against the law.

Moreover, ethically, a young child of 12 years should not be forced to work. We should have empathy towards her

What is the use of such education which has no morals. By hiring her she is disrespecting herself and her education.

Being a responsible person and citizen, it is our responsibility that every child can enjoy his/her childhood.

(i) I will persuade her by following means

a) deterrence  
deterrence of law: - It is illegal to employ a child below 14 years of age.

b) offer her alternatives → to short the work or get some another help.

(→) offer help to the maid → I will ask her to help the maid in recovering by either

2

Remarks



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

Answer the following questions:

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

(250 Words) (20 Marks)

(a) Parents needs to maintain a balance between discipline and freedom. They should not either force discipline nor give them free hand.

Steps that parents can take:

→ Use of ICT → using child friendly  
 lesson google scholar can help.

→ Vigilance → A random inspection  
 child's search history and applications  
installed.

Remarks

2 1/2

They should use carrot & stick measures in this regard.

- (c) Devoting some time to talk to them and adopt a democratic style of parenting
- (d) Inquiring them about various applications and games
- (e) Educating them often about the threats perceived well in advance.

Forcing discipline will not yield results in this case as children would be even more ~~inquisitive~~ inquisitive about the cyber world. They can get access of it in relatives' or friends' houses. That would be very difficult to monitor. Therefore it is advisable that children should <sup>not</sup> be forced with discipline.

If question asks for something then it must have any relevance.

However, forced discipline can work for some time, but in the long ~~period~~ time It is forced discipline.

Remarks



it can disassociate the children from parents. They won't be able to share any problem with them. Therefore, it is essential that discipline not be forged.

(1) Discipline is a great virtue. It can be sustained in the following manner.

- Rewarding discipline (~~Enforced~~) (Classical Conditioning)
- Walk the talk → the person should be first well disciplined before preaching
- <sup>Persuasion</sup> Persuasion by explaining its importance through role models.
- Making it a habit for eg → if we want discipline in early morning, then habit of sleeping early and putting alarm
- Scientific management of time with consensus of both the parties.

Remarks

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

On the basis of above, answer the following questions:

- What could be contribution of school principal in attitude formation of the students?
  - If one of the students gets into civil services at a later stage, what impact and influence does the school will make on his attitude and behaviour?
- (250 Words) (20 Marks)

(0) Attitude has a belief component, which is present in the cognitive mind. By looking at the role model who practices along with preaching, definitely the belief component would be strengthened.

They would have positive attitude towards the moral values.

Since, they will develop liking towards the principles, therefore the affective component would also get strengthened.

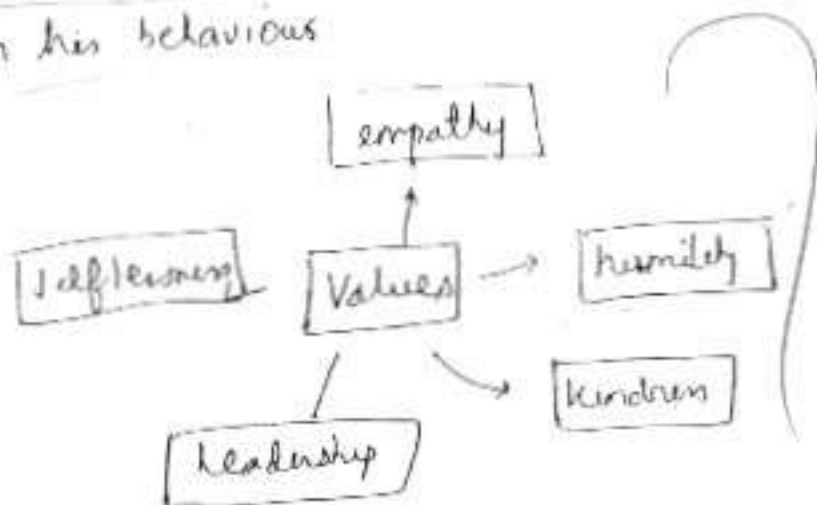
Therefore, their attitude formation would be strong & positive.

Remarks

Carve  
out  
various  
traits  
of  
Principal  
first

They would not shy away from adopting the moral values. They will get inspired and motivated.

(b) A civil servant who has such a good and positive attitude towards moral values will definitely have a huge impact on his behaviour.



Civil servant will be upholding all these values in his attitude. He will also be shows kindness attitude. He would be humble with subordinates and vulnerable. He would follow the duty in letters and spirits.

Remarks

3

However, a complete blind faith in such a person is undesirable because attitude of a person changes with time due to socialization.

It is quite possible even

belonging to such a school, he might not imbibe all the values so strongly.

Therefore, in such case, we need strong laws and guidelines to keep people's morals in check.

Need not negate the question itself.

→ Have a relook at your answer

Remarks

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

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

(b) Discuss various options.

(c) Discuss merits and demerits of various options.

(250 Words) (20 Marks)

This situation requires courage on a part of a citizen to bring a change in society.

Options Available:

a) ~~Ask <sup>my</sup> ~~speech~~ father to stop donation and ~~contribute donation only when they stop~~~~

a) My moral consonance guides me to help the slum people. In our country, everyone has right to freedom of speech & expression. Therefore, religious abodes should not use their right to infringe upon right of others.

Yes, they have right to practice religion but it should disturb the life of slum people.

Be Careful while writing your answer.

emarks



Therefore I think that I should help the servant in stopping this unbearable noise.

I will try that these noises are reduced so that all people can live in harmony & peace which is actual objective of every religion.

(b) Various options available

Ask my father to stop donation and only give it if they stop loud speakers

Merit: Voice of one religious group might be lowered  
No competition between groups

Demerit: My father might not get pursued?  
They may get donation from elsewhere!

Ask my father to go with me to represent slum people in police station

Merit: Voices of slum people will reach police station

Remarks

Demerit: My father might not agree.  
Police might not able to control.  
Religious (communal) clashes might happen  
due to police intervention as they might  
use coercive methods.

(1) Ask my servant to write a plea to both the  
religious authorities and ask them politely to  
stop.

Merit: They need not courage to face religious leaders.  
Matter might be solved peacefully.

Not making sense

Demerit: Slum people might not agree.  
They might reject the plea.

(d) My course of action: I will ask the servant to  
talk to political leader of their area. If she  
is responsible for people's problem. In this way,  
they need not to personally interfere in the  
religious matter. Political leaders are better in  
solving the religious matter.

Slum's large population, there would be pressure  
on political leader. Moreover, due to

Demerit: Political leader might not interfere.

Remarks

8

