

What do you understand by voice of conscience? how is it different from crisis of conscience? narrate one incidence to show crisis of conscience

Voice of conscience corresponds to an inner voice that judges your behavior. Voice of conscience is the source of ethical decision making for many. A famous example is Mahatma Gandhi. Gandhi says : "The human voice can never reach the distance that is covered by the still small voice of conscience."

A crisis of conscience brings a tough moral question to a person. In this situation, he or she must consider what is fair and just to answer this question. One also must remember that it is imperative for a human to always follow the voice of conscience and be ethically right.

Examples of Crisis of Conscience

The health care and medical sector provide a clear example of a crisis of conscience. Often, medical practitioners refuse to perform specific treatment due to their conscientious objection.

Military service is another instance of such a crisis where a conscientious objection comes before duty. Although it was previously a religious approach, some pacifists present it beyond any distinct affinity of a religious justification.

Kevin Carter, a photojournalist, committed suicide due to repentance and grief for feeling he has done something

ethically wrong. He was covering famine-ridden Africa, where he was not allowed to touch anyone for professional purposes. Subsequently, the journalist could not help a child from dying. Despite his photographs rattling the morals of the world, he suffered from a crisis of conscience. The guilt of inability to save the child compelled him to attempt suicide soon after returning from Africa.

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How are self accountability and external accountability related to achievement of ethical standards in public administration?

Self accountability is defined as an obligation or willingness to accept responsibility or to account for one's actions. In the workplace and in team work, being accountable is a paramount quality, linked with trust, reliability and responsibility.

External accountability relates to the provision of disclosures which cater to the information needs of the external stakeholders of an organisation, such as funders, regulators, recipients of the goods and services provided by the entity, and society at large.

Accountability forms the cornerstone of public service. Its importance is as follows:

1. Ethical compliance:

It ensures that requisite ethical standards are followed.

2. Optimum Utilization of resources:

It ensures that resources are optimally utilized - greater good for greatest number - utilitarian principle is followed

3. Transparency:

Accountability helps in showcasing the transparency of the actions of the individual/organisation for the public.

How accountability can be fixed in public service?

1. Checks and balances:

Procedures to be followed should have appropriate checks and balances to ensure that there is accountability. Timely and rigorous audit can help in achieving it.

2. Reducing discretion

System should be made more objective by minimizing the discretionary power of individuals.

3. Rewarding ethical and punishing unethical

Ethical public servants should be rewarded while non-ethical ones should be penalized.

As the quote " Justice should not only be done, it should be seen to be done". Accountability becomes the vehicle by which the public service can earn and retrieve the faith of the public in it.

Public servants are significantly involved in the use of public resources therefore accountability becomes an essential factor. The important elements of accountability are:

- Answerability: refers to the justification of the actions taken.
- Enforcement: imposition of penalties if justifications is found unsatisfactory.
- Responsiveness: the extent to which action was taken.

The measures to fix accountability can be internal and external. The internal measures include departmental enquiry, transfer, suspend etc. whereas the external measures may be from legislature, judiciary, executive or the citizens.

However these measures will increase the efficiency of the system but the effectiveness can be improved only when the individuals are made responsible for their actions. For e.g In Schools we can put biometric system to check the attendance of the teachers which will be improving the efficiency of the system but did the teacher has taken class effectively raises the question on effectiveness of the system. Such responsibility can come with the inclusion of moral dimension to accountability.

Accountability means acknowledging responsibility for actions performed, decisions taken or policies formed by individual or organizations.

Importance in public service:

- 1.It brings more discipline into the actions of public servant and hence motivate them to deliver better services
- 2.It help in better analysis of shortcomings in public service delivery and can help to eradicate them better
- 3.It will bring transparency into the system and will boost confident and trust of public.
- 4.It will help to improve service delivery and effective utilization of resources.

Measures:

1. Use of information technology should be promoted so that actual situation of public service delivery can be checked.
2. A well-defined hierarchy of accountability of public servants must be defined by the authorities.
3. Further there must be availability of necessary data in public domain so as to increase transparency.
4. Trainings should be conducted so as to make public servants aware about their responsibilities in changing scenario. Further good performers should be rewarded to boost their morale.

Accountability helps to improve both individual's conduct as well as overall delivery of public service. Since public services are having an effect on larger section of society it is best practice to associate accountability with it.

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Is ethics and effective leadership a cause and effect relationship? Enlist some requirements of leaders which will help them to capitalize on their ability to influence ethical conduct

Ethical leadership means both acting ethically and setting the standard for others to do so as well. Leaders have an opportunity to inspire others not only to do the right thing but also to consider the kind of people they want to be.

Leadership is both a formal role individuals have in organizations and an activity individuals undertake in various aspects of their life as professionals, citizens, parents, and volunteers, for example.

A leader is not only the president of an organisation or head of a department who is vested with the authority of extracting the work from his/her subordinates. Scope of leadership transcends the parochial interests of organization that are rooted in day to day problem solving approach and supervision of the compliance to the rules and procedure. He should be able to see all around a situation and work with the sense of vision and mission to raise the name and fame of the organisation. According to Mary Parker Follett a leader is

bestowed with the ability to energise his group, encourage new initiative and draw the contribution from them as per their ability. His attributes are led by the organisational values and social values. Accordance of equal importance to legal obligations as well as moral obligations ensures success of leadership. It helps a leader to adjust quickly to complex international, social, political and economic changes.

For example

(a) Jawahar Lal Nehru's policy of Non-Alignment Movement had led to virtual unification of many Asian and African countries under a single ideology of maintaining neutrality towards both the power blocs (American Bloc and Soviet Bloc). All these nations attached primary importance to poverty alleviation, economic development and establishing political stability instead of walking into the embrace of either group. NAM prevented the developing countries from becoming the buffer zone of the intense struggle at global level for the geopolitical gains.

Hence, Nehru put a commendable effort to insulate these countries from the adverse effects of the Cold War.

(b) Raja Rammohun Roy was a fearless lion. He never hesitated to support a just cause. His life was full of crusades against the social evils. One example is his valiant effort to abolish Practice of Sati. He had positive attitude towards all religions and believed that we all are brothers irrespective of the religion followed by us. He had to face heavy criticism from the orthodox due his persistent opposition to social and religious evils. For the public welfare he advocated propagation of modern education as well.

Now let us see some of the means which could be adopted by a leader to ensure acceptability of his orders:

1. **Internal Consistency:** It has to be maintained between the objectives of the organization, the decisions taken to achieve the goals and the ambitions of the employees. It will lead to smooth functioning of the organization.
2. **Clarity of message:** The language of giving order must be clear and completely understandable to all. The approach must be inclusive and participatory so as to develop a sense of belongingness in the employees towards the organization.
3. **Power of persuasion:** The power of persuasion always outweighs the power of coercion. Integrity and honesty of leader play a vital role in persuading the people to master the art of responding to the needs of dynamic environment. Then only they can gather the courage to come up with new innovations and come out of grip of the old routine way handling things.

Above examples prove that the social or political ideals cannot be pushed down the throat of the communities. It requires perseverance, undying passion and hunger to bring even a constructive reforms with the consent of society to make them legitimate. Because ethics of our action is not determined by an individual. It results from decision taken by the collective political wisdom of society. Here, personality and expertise of a leader can play a vital role in releasing a favourable response from the subordinates. Goals of all sub-units must be aligned with that of organisation to ensure effectiveness. Good managerial abilities ensure economy and efficiency. It is important to develop a friendly atmosphere at the workplace so that we can harness the potential of every one in a better way. Seniors must be paid respect and the newcomers must be given new opportunities to prove their abilities. Hence, the talent of youth and experience of the veterans must be gelled together properly to take the nation on the track of progress.

Examine the extent to which corruption poses a challenge to the devt of a proper work culture and acts as a hindrance to delivery of public services.

Corruption is dishonest behavior by those in positions of power. It starts with the tendency of using public office for some personal benefit. Moreover, it is unfortunate that corruption has, for many, become a matter of habit. It is so deeply entrenched that corruption is now considered a social norm. Hence, corruption implies the failure of ethics.

Body

There are many reasons for the prevalence of corruption:

Over Centralisation: The more remotely power is exercised from the people, the greater is the distance between authority and accountability.

The large number of functionaries between the citizen and final decision-makers makes accountability diffused and the temptation to abuse authority strong.

Weak Enforcement of Law: Various laws have been made to curb the evil of corruption but their weak enforcement has acted as a hindrance in curbing corruption.

Greed for Illegitimate Money: Various scams like the telgi stamp scam took place due to the inexhaustible appetite for illegal illegitimate funds.

Colonial Legacy of Unchallenged Authority: In a society which worships power, it is easy for public officials to deviate from ethical conduct.

Measures that can be deployed to curb or eradicate corruption:

Regulation of Work Procedures: Work procedures and processes need to be regularly reviewed and it needs to be ensured that such procedures are strictly followed in a systematic manner to make corruption difficult and thus act as preventive measures.

Regular Investigations: The audit system can be an effective tool to suggest systemic improvements and changes in the working procedures of government so that chances of corruption diminish.

Free and Fair media: A free media has a crucial role in prevention, monitoring and control of corruption.

Such media can inform and educate the public on corruption, expose corruption in government, private sector and civil society organisations and help monitor codes of conduct while policing itself against corruption.

Identification of Causes: Some of the causes of corruption also need to be identified so as to work out the solution.

For example, it is suggested by many that the electoral system has become one where vast amounts of money are required to contest elections and that unless appropriate electoral reforms are thought of and implemented, corruption can not be eliminated.

Protection and incentivization of the honest people: The honest need to be encouraged and incentivized in some way the other to promote a corruption-free work environment. They also need protection from the

Conclusion

In India, some recent anti-corruption initiatives have been taken. For example, various Supreme Court's ruling in pursuit of curbing criminalization of politics, many e-governance initiatives will improve transparency and accountability. These measures are indeed steps in the right direction, but bringing behavioural change in society will act as the most potent weapon against corruption.

What do you mean by probity in governance? Examine the ways in which probity and integrity in governance can check misuse of power and enhance legitimacy of authority

What is Probity?

Possessing a comprehensive understanding of moral principles and ethics is the attribute of probity.

Honesty, morality, and integrity are the attributes of probity. It refers to moral conduct that respects human values and guarantees fairness, accountability, and openness, all of which inspire trust among the populace and encourage participation in the governance process.

Upholding probity in governance involves more than just refraining from corrupt or dishonest actions. It refers to moral behavior that upholds community ideals and ensures justice, accountability, and transparency, all of which foster public trust and promote civic engagement.

In contrast to merely avoiding unethical or corrupt behavior in one's personal and professional life, probity reflects the absolutist way of living, in which one upholds the highest goals and standards.

What is Probity in Governance?

The term probity is derived from the Latin 'probitas', which means "honest."

Absence of corruption is a fundamental need for guaranteeing probity in governance.

Probity in governance is the term used to describe the existence of strong ethical and moral norms inside the governance process. Honesty, accountability, integrity, compassion, and other positive traits make for excellent governance.

Probity in Governance seeks to fulfil the following purposes:

Probity preserves the public's faith in government operations.

Integrity in public services is maintained by probity.

Probity encourages government accountability.

Probity guarantees that protocols are followed.

It seeks to avoid the potential for misconduct, fraud and corruption

Measures for ensuring probity in government:

Moral education: Moral education is a must to ensure probity in governance. To make an individual high on integrity, it is necessary to provide him with ethical training that will inspire him to improve governance. The moral education will surely ensure that this takes place. For example, training on the importance of avoiding bribes.

Accountability: Accountability reduces chances of malpractices in governance. When an individual is expected to give answers to higher authorities, he/she avoids performing acts that will reduce his/her position. This will translate into good governance. For example, Social audits ensures accountability and thus lead to probity.

Information Sharing and Transparency in Governance: Sharing information and transparency are indispensable pillars of good governance that compel the state and civil society to focus on results, seek clear objectives, develop effective strategies, and monitor and report on performance.

Access to information: Many laws were enumerated to bring probity in governance for sharing information to the public by putting information in the public domain and which includes the following:

Right to information Act.

Ombudsman Office in the local/state level.

Accountability bill for disclosure of Income and Assets.

Records Management laws.

Grievance redressal: Easy access of government officials to the public is important for grievance redressal. It can be ensured through:

Availability of Contact numbers of senior servants to Public

Details in Departmental websites

Facilitation counters for citizens

Assessment and Monitoring

Code of conduct: Probity is maintained by formulating and employing model code of conduct for ministers, bureaucracy, judiciary, and civil society groups.

Institutional reforms: Introducing public delivery of service agreements by executive agencies for ensuring accountability, objectivity and transparency. Allowing stakeholders like citizen committees to participate in various decision making processes and encouraging and facilitating public participation through the following:

Public Hearings.

Citizen Advisory Boards.

Government Contract Committees.

Public Watchdog Groups.

Independent Anti-Corruption Agencies.

Capacity building of citizens and civil society groups.

Probity is a crucial feature of governance which endows government to act ethically and perform its duty as per the norms only. It is significant for the government to follow the rules and regulations as well as adopt policies of impartiality, to gain confidence from the public. When government becomes its system streamline as well as transparent, then the public and government employees concerned to it follow the same criterion. Hence, no corruption, fraud, and irresponsibility will happen.

You must be the change you want to see in the world. Gandhi once said. Discuss the role of administrators as initiators of positive change in society within the regulatory framework of administration, with ones conscience as a source of ethical guidance.

Example is better than pretext. This is an age old saying. As goes a story of panchtanta where a teacher first stops eating sweet himself before advising his students to avoid overeating of sweets.

Conceptually the difference between a leader and preacher is also based on the same idea. Preacher is full of ideas but don't know how to execute them. Whereas a leader on the other hand may not have plenty of ideas but he leads with example.

History is full of example. Ishwar Chandra Vidyasagar was an ardent fighter of widow remarriage. He himself married a widow to prove his point.

On a very different stream, leaders like Bhagat Singh and Chandra Shekhar Azad didn't preach how to make biggest sacrifice for motherland but proved by their action.

Mahatma Gandhi wanted to fight against poverty and inequality. He himself started wearing half clothes. For bringing respect for every job and to show that every man

should do his work on his own, Mahayana Gandhi used to clean his toilet himself.

Most of the problem which human society is facing is due to this deficit in what we want and what we do.

Climate change: We find that developed nations of the world want whole world to fight against global warming by reducing their carbon emission but donot want to contribute on their part. Instead of Common but differentiated responsibility(CBDR) they are putting forward optional choice of Intended nationally determined contribution.

Social Issues: Today there are several menace like corruption, dowry and female foeticide. These all are because we have double standards in what we want world to do and what we do when it comes to yourself.

Corruption is a similarly present because of double standards regarding personal gain. We expect bureaucracy and politicians to be just but are we following same standards of probity?

International Politics:

We find that countries like USA talks of great principles like transparency and equality. But it was involved in snooping mails and monitoring phonecalls globally as show by Snowden case.

Agriculture subsidy is another such case. Whereas developed countries give huge subsidies to their farmers they expect developing countries to avoid them.

Terrorism is another example. Before 9/11 USA had a different view on it. However, once it attacked Afghanistan for terror related act it has started taking a different stand.

Personal life: Many a times we expect a lot from our family , relatives and friends but have we ever made an introspection that what we have contributed to them. How we have cared our parents back , how much we have helped poor relatives or one in need.

We all talk of equality when we are at receiving end but how much had we stood for those who need it from us. The was we treat our fellow employees or subordinates or our maid at house.

Constitution of our country is a good example of it. It counter balances rights with duties.

So we all have to be brand ambassador of our thoughts. Be the first to stand for what you think is right. The shortcut to improve a society is an improvement made by every member in himself or herself.

Civil services today work in an environment beset with numerous problems and challenges. What is the role of emotional intelligence in guiding administrators to handle these situations ?

Emotional Intelligence is about knowing and understanding not only one's own emotions but also others emotions and then behaving and regulating one's own emotions in a socially desirable way.

Body

Application of EI in administration and governance:

Since the administration has a role of translating public policy into action, civil servants become intermediary between government and citizens and hence, there is a two way relationship.

Work of civil servants has involvement of emotions; therefore emotional management is essential for ethical conduct.

Civil servants face several challenges in managing their relations effectively. EI can be used by the civil servants for better governance in the following aspects:

Intra-organization relations:

Adopting suitable behavior with superiors as well as subordinates.

Giving due consideration to genuine concerns of personnel while handling transfers, promotions, rewards and recognitions with due priority to merit and technical competence.

Ensuring conducive work culture in the organization.

For ex: ISRO is known not only for its technical competence but also as an organization which is outcome oriented, change oriented and seen as pride of the nation.

It is also known for ensuring friendly work environment for female employees during pregnancy.

Administration-citizen interface:

Ensuring neutrality, efficiency as well as compassion, citizen-friendliness, involvement and association with the citizens in public service delivery.

Civil servants need not just adhere to their duty, responsibility, and commitment as per conduct rules but also require having emotional, social and ethical competence.

For ex: giving priority to women, senior citizens, differently-abled in any welfare scheme thereby ensuring administrative justice and good governance.

Work of former IAS officer Shri O P Chaudhary in establishing an Education City in Dantewada district, Chattisgarh was made possible only by winning the confidence of the tribals.

Solving societal problems:

Need to have leadership, innovativeness, and responsible behavior while addressing challenges of a diverse society like casteism, communalism, regionalism, etc.

Due importance should be given to humanism, compassion and rational decision making in handling situations like riots, law and order situations, criminal justice system, prison reforms, etc.

Rtd. IPS Ms. Kiran Bedi as Inspector General of Tihar jail worked to reform the prison into a model jail where prisoners learn new life skills and later merge with the mainstream.

Conclusion

Present day dynamic civil services require officers to have soft skills including leadership, empathy and innovation. Effective governance can be made possible only by 'pro-people, pro-active bureaucracy'. Hence, civil servants with emotional intelligence have understanding about their duty, responsibility and commitment.

Discuss the importance of the values of empathy , tolerance and compassion for a bureaucrat in his/her attitude towards weaker sections of society. Do such values contradict the attitude of impartiality and non-partisanship expected from a civil servant?

public services are the backbone of running nation. backbone needs to be a complete good value and virtues.

here comes the necessity of empathy, tolerance and compassion as the strengthening of service delivery.

empathy is feeling into. this is capacity to understand or feel what another person is experiencing from within their frame of reference, that is, the capacity to place oneself in another's position

significance:- public services , if are empathetic, will serve each and every griveance with indulging in the problem. this will not only solve the problem but will also ensure that further problems dont occur.

example:- women being snatched away the benefits of PMMVY would not only be incorporated in the scheme but will also get to know how she could get the further benefits of this and other schemes as well.

tolerance is the ability to tolerate the existence of opinions or behaviour that one dislike.

significance: to serve the nation , behaviour fluctuation should not be there, just because of other people opinion

example:- recently J&K IAS officer resigned from the service because he had feeling of inferiority under MP/MLAs. tolerance would teach him that he is there to curb such menaces , and not to run away.

compassion is concern for the sufferings or misfortunes of others.

significance:- this provides continuity, continuity to keep serving

example:- day when we feel like doing are appreciated but what happens in the day when we don't feel like? here compassion helps to keep pushing.

however, to inculcating them is necessary, this could be done through socialisation at workplace, education during training, ensuring code of ethics.

Challenges in maintaining impartiality and non partisanship in governance

There are several challenges in maintaining impartiality and nonpartisanship in governance, including:

Personal beliefs and biases: It can be difficult for individuals to set aside their personal beliefs and biases when making decisions or taking actions. This can be especially challenging when the issues at hand are emotionally charged or relate to deeply held personal beliefs.

Political pressure: Government officials may face pressure from politicians or other powerful interests to act in a particular way or to support a particular party or ideology. This can make it

difficult for them to maintain impartiality and nonpartisanship and to act in the best interests of the public as a whole.

Conflicts of interest: Government officials may have personal or financial interests that conflict with their duties as a public servant. This can make it difficult for them to maintain impartiality and to act in the best interests of the public.

Limited information: In some cases, government officials may not have access to all of the information they need to make informed decisions. This can make it difficult for them to be impartial and nonpartisan, as they may have to make decisions based on incomplete or biased information.

Public perception: Even if government officials are acting in an impartial and nonpartisan manner, they may be perceived as being biased by the public or media. This can damage the credibility and trust of the government.

Measures to ensure impartiality and non-partisanship in governance

There are several measures that can be taken to ensure impartiality and nonpartisanship in governance, including:

Establishing clear rules and guidelines: By establishing clear rules and guidelines for decision-making and behavior, organizations can help to ensure that individuals act in an impartial and nonpartisan manner.

Providing training and education: Training and education programs can help individuals to understand the importance of impartiality and nonpartisanship and how to avoid personal biases when making decisions.

Implementing conflict of interest policies: By implementing conflict of interest policies, organizations can help to ensure that individuals with personal or financial interests that may conflict with their duties as a public servant are not involved in decision-making processes.

Ensuring transparency: By making information and decision-making processes transparent, organizations can help to ensure that individuals and groups are held accountable for their actions and that the public can see that decisions are being made in an impartial and nonpartisan manner.

Establishing independent review mechanisms: By establishing independent review mechanisms, organizations can provide an additional level of oversight to ensure that decisions and actions are fair and unbiased.

Family as an institution in inculcating values seems to get deteriorated in the recent past. Do you agree? Justify your stand

Family is the first institution of socialization through which values like collectivism, cooperation, decency as well as values like truthfulness, happiness and courage are inculcated in an individual. It is by means of family that a child starts to learn the process of socialization.

Body

However, in the recent times, it is seen that family as an institution in inculcating values seems to get deteriorated because of the following trends

Recent increasing instances of breakdown of joint family somewhere deteriorated the traditional value of collectivism among the family members.

Further, moving from joint family to nuclear family, then to no kids, then further moving for single mother led to the discouragement of the value of cooperation.

The new trends like live-in relationship also goes against the value of family obligation.

The online platforms like online matrimonial sites, concept of online dating are getting popularity in recent times.

The recent declination of arranged marriages led to the discouragement of role of parents in the selection of life partners of their sons or daughter.

However, it is also seen that the era of globalisation is helping us to connect with our extended kins, hence strengthening family values. Further, the norms like "small family" is producing new family values like self-compassion, responsibility, family happiness, thus promoting a healthy family with more parental attention and educational advantages.

Conclusion

Though family as an institution in inculcating values seems to set deteriorated in many ways, it is continuing its role as a primary social institution in inculcating values like happiness, justice, decency, courage, self-esteem etc. for all round development of an individual.

Law and ethics are two tools for controlling human conduct .
Explain with examples how the two differ in their approaches

A harmonious relation between law and ethics is good for wellbeing and development of Individual as well as society. They control the human conduct and make it more socially acceptable.

They achieve their objectives through:

They both set standards for right and wrong for individuals as well as society.

Laws have legal backing. Breaking of law provides punishment. So, It controls the human behaviour for more acceptable and civilized behaviour

Similarly, Ethics have many controlling options like boycott from society to control human behaviour.

Both law and ethics promote the wellbeing and development of society. There are laws to control the purchase and sale of intoxicating Substance. There are laws to protect and empowerment of women.

Ethics and law also award the socially acceptable behaviour through social recognition and social respect.

Difference in approach of Ethics and Law:

Laws are rules developed by governments in order to provide balance in society and protection to its citizens. Ethics are standards developed by society or organisations to judge what is right and what is wrong. Like sitting on metro seats reserved for women is both unethical as well as illegal. As for example

Ethics are enforced through people's awareness of what is right and wrong. Laws are enforced by governments to its people.

Ethics does not carry any direct and codified punishment to anyone who violates it. However, the law will punish anyone who happens to violate it.

Ethics are subjective, whereas laws are relatively objective.

Laws indicate what people must do while ethics indicate what they should do. Thus ethics brings permanent or long lasting change in us. It targets the attitude and emotional intelligence of people. Laws on the other hand try to ensure external behaviour without necessarily conditioning the internal values.