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MAINS ANSWER WRITING APPROACH ANSWERS

Topic- ETHICS DAY 4



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What do you mean by the term attitude? Describe factors affecting formation of attitude? (10 mark) (150 words)

Attitude refers to the relatively enduring organisation of **beliefs, feelings and behavioural tendencies toward the socially significant objects, events, symbols and groups**. Attitude is also defined as an expression of favour or disfavour towards the person, place, things or events.

Attitude is formed by a set of well ingrained beliefs. These beliefs are so well absorbed that they become **a part of our unconscious personality**. In this way, attitude is **an unconscious behaviour** towards something external to an individual.

Factors affecting formation of attitude

- Attitude is formed by a number of factors and processes such as **direct instruction, operant conditioning, social observational learning and classical conditioning**. **Unconscious motivation** also plays a role in the formation of attitude.
 - **Direct Direction** involves a person being told by a parents, teachers, community, peer group or religion as to what should be a behaviour.
 - In **operant conditioning** the learning is based on the law of effect. Certain behaviours are consciously enforced by attaching a punishment to deviance. These reinforced behaviours gradually become an integral part of personality.
 - In **classical conditioning**, some sort of **reward** is attached to desirable behaviour. A person is meant to behave in a particular manner for reward.
 - In **Social observational learning**, role modelling shapes that attitude of an individual. Person starts identifying himself or herself with somebody who is admired by others and then consciously tries to become like that.
 - At times **unconscious motivation** also plays a role in attitude formation. In this case a person starts getting inspiration from something which gives a good feeling unconsciously. For example, a person may consider **yoga** good, even if he doesn't know the actual benefit.
- **Education** plays an important role in modification of the attitude of an individual. Because **the more a person knows, the better it becomes rational analysis**. Knowledge can modify the convictions of an individual.

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- **Personal experiences** also contribute in a big way in attitude formation. Because on the basis of such experiences a person may believe something favourable or unfavorable. If a person encounters more of a good experience, the attitude becomes **positive**. And if a person encounters more of a bad experience, the attitude becomes **negative**.
 - **Discussions and counseling with a person one trusts** also helps in the modification attitude.
 - Certain attitudinal changes take place with the changes in the roles and responsibilities. **People holding a position of responsibility** are likely to have a stable attitude when compared with someone who holds the position of less responsibility.
 - Attitude also changes with **age to some extent**. **Young people and the persons having good health generally have positive attitudes** whereas with age a sense of insecurity increases and the negative attitude is dominated by the fear component.

Earlier it was believed that the attitude of an individual is **static**. But, it is not a fact. *Robber Valmiki can become a Sage Valmiki provided external changes.*

**Why is it important to have a positive attitude in the civil service? (10 mark)
(150 words)**

Attitude of a person is the key to success in every sphere of human life. Because attitude **reflects natural inclinations**. It is **based on well ingrained beliefs and values** in the personality of an individual. These core beliefs are not easy to change.

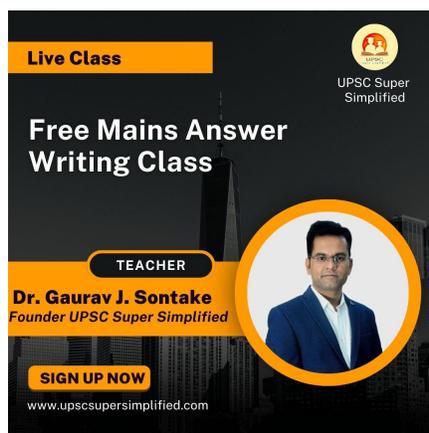
- Attitude is a reflection of a person's orientation towards something, that is, whether a person is **optimist or pessimist; risk taking or risk averse; trusting others or doubting everyone; has a sense of security or he is in grip of fear; a progressive or regressive** is decided by attitude.
- Attitude plays **the most important role in decision making**. Our choices become destinations and the destination is the key to destiny.
- Attitude plays the most important role in **interpersonal relations**. A suspicious person living in the grip of fear **can never win the support and trust of others**. Such a person **can never be a good leader**. Because nobody follows a person with a bad attitude.

- **Attitude of service** is necessary to be a successful civil Servant. Such an attitude is possible only if a person has **a strong conviction, empathy and compassion**. In the absence of an attitude of service **rules and regulations would be interpreted rigidly and red tapism** is the only outcome.
- A public servant has to be **open to a change** because a person is required to work in a different cultural environment. Opening up new ideas will make a person **respectful toward others** and this is **the key to win the heart and the mind of a people**.
- A public servant is required **to take many risks**. Because every decision could be interpreted quite differently by others. In the absence of a risk taking attitude, **a situation of policy paralysis develops**.
- Attitude determines **the aims and objectives of life**. A person with a wrong attitude finds comfort in a thing of insignificance whereas a person with the right attitude looks for **higher objectives**. Instead of focusing on something immediate in terms of efforts and rewards, a person with a good attitude looks over the horizon to see the long-term returns.
- **Optimistic attitude** is necessary in public service at every level. Without that the attention would be only on limitations. Attitude of fault finding can obstruct the path of success.

Because of this critical significance of attitude in a life it is often said that attitude determines the attitude of an individual.

Armstrong Pame

- His passion and dedication towards the betterment of the society was so strong that he built a 100 km long road in a remote hill of Manipur without the government's help. People came forward and supported him in large numbers and gave shape to the "**people's road**" which connects the hill to the rest of the state.
- He **used his own savings and turned to social networking sites** to raise funds for the project and is fondly called "miracle man" by the villagers.



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An apparel manufacturing company having a large number of women employees was losing sales due to various factors. The company hired a reputed marketing executive, who increased the volume of sales within a short span of time.

However, some unconfirmed reports came up regarding his indulgence in sexual harassment at the workplace. After sometime a woman employee launched a formal complaint to the management against the marketing executive about sexually harassing her. Faced with the companies' indifference, in not taking cognizance of her grievances, she lodged an FIR with the police. Realizing the sensitivity and gravity of the situation, the company called the woman employee to negotiate. In that she was offered a hefty sum of money to withdraw the complaint and the FIR and also give in writing that the marketing executive is not involved in the case.

Identify the ethical issues involved in this case. What options are available to the woman employee? (20 marks) (250 words)

Women experience sexual harassment at work, causing many to leave the workforce, wasting valuable human capital. Post-MeToo, these charges have a revitalised voice, and any institution must handle them with care and fairness.

Case facts

- Marketing executive accused of sexual harassment at work.
- The marketing executive is a valuable asset to the organisation because he improved sales quickly.
- The company's attitude ignores the woman's complaint.
- Company pressuring female employee to drop the case.

The case's ethical considerations are:

- Female employee: Managing mental anguish and social pressure in the case.
- Loss of self-respect when negotiating with the firm.
- Marketing executive: Save career by talking with female employees and demonstrating innocence.
- Management: Insensitivity to a woman's dignity.
- Profit over corporate ideals by illegally negotiating with the female employee.
- Other workers: To cooperate with the marketing executive despite the moral conscience of other female colleagues.

The female employee has the following options:

- **Continue her case by slamming the company's management.**
 - This gives her a fair chance to defend herself in court and gives her peace of mind.
 - But continuing the matter will cause her mental anguish, societal pressure, and may even harm her job chances.
- **Accept the company's offer and withdraw the case.**
 - This may help her career and rescue her from a lengthy probe.
 - However, her conscience would not allow her to put money above self-respect. She would never be able to stand up for herself again.
- **Resign from the company and look for new work.**
 - This will save her time and help her job chances.

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- But the wounds of sexual harassment will follow her for the rest of her life, and she will regret being responsible for her own injustice.

Actions to take

- Option 1 looks to be the best option. A female employee can lead. Her actions will amplify other real female employee concerns. Her moral duty is to stand up and be an example. This will not only make her happy but also boost her confidence and inner strength.

The corporate management also failed to organise an internal complaints committee as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

‘Commerce without morals’ was one of Gandhiji's seven social evils. Thus, organisations lacking values such as regard for women's dignity, work-culture ethics, and gender equality are not simply individuals' fault.
