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MAINS ANSWER WRITING **APPROACH ANSWERS**

Topic- ETHICS DAY 9



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Q1) Various committees including Administrative Reforms Commission (ARC), in their reports, submitted over the years, have laid greater emphasis on the 'aptitude' of civil servants and civil services aspirants. Discuss the role of aptitude in public services? (10 marks) (150 words)

Aptitude is a **natural predisposition for learning vital skills in public administration, particularly in civil services**. Many committees advocate changing bureaucratic behavior and enhancing public servant ethics and morality for good administration. A general studies aptitude exam that assesses understanding, logic, and analysis was recommended by the **Alagh Committee**. The **Hota Committee Report (2004)** recommended aptitude and leadership tests and providing probationers one month to choose service after training.

The following functions and relevance of aptitude in public services:

- Civil servants handle anything from administrative and clerical work to complicated decision-making, policy implementation, and government-citizen relations. Therefore, civil officials must have different talents, including **comprehending, analytical, and collaborative network** building and teamwork.
- Administrators must possess both **physical and cerebral aptitude** for efficient and effective performance. She must have General Mental Ability (basic thinking capacity and learning ability to perform any intellectual task) and the necessary public administration value system to fulfill her duties efficiently and effectively.
- **Desired skills:** Civil servants should possess **strong communication, leadership, management, organizational, critical thinking, listening, resource management, teamwork, professionalism, innovative problem-solving, persuasion, and negotiation skills**.

Aptitude is vital for efficient and effective performance in public services of government workers. Civil service candidates should have good communication/interpersonal skills, leadership, management, organizational, critical thinking, listening, and the capacity to form collaborative networks and work well in teams.

Q.2) "In looking for people to hire, you look for three qualities: integrity, intelligence and energy. And if they do not have the first, the other two will kill you." - Warren Buffett. What do you understand by this statement in the present-day scenario? Explain. (10 marks) (150 words)

Integrity is maintaining moral values in all circumstances, **being incorruptible**. **Intelligence** is application of mind. Without **energy**, desired goals can't be achieved.

Integrity is not just a value but also **the character of a person**. It is manifested when a person follows his/her moral and ethical convictions and does the right thing under all conditions even if no one is watching. Integrity means **you are true to your conviction**. It means there is **a unity in a person's thoughts, speech, and behavior**. It is a personality trait and we admire this trait because a person with this trait has a moral compass that doesn't waver. Although integrity is a character to be developed in the citizens, it is especially required in the civil servants. According to the Maxim of Integrity "An administrator would accept an administrative action on the basis of honesty and not use his power, position and discretion to serve his personal interest and the illegitimate interests of other individuals or groups."

Integrity is a supporting and guiding framework which aids proper decision making which depends upon **intelligence and energy**. However, if a person has intelligence and energy but no integrity then it is **dangerous** as his/ her decision making on intelligence will not be guided by integrity and would yield dangerous and **dreadful results for society as a whole**.

Rajat Gupta of McKinsey & Co. had knowledge, served on many boards but due to lack of integrity **passed on sensitive information** and was, therefore, convicted on insider trading charges. This destroyed his reputation - along with investor's money in Galleon hedge fund.

Nazi Germany

It was a knowledgeable society that made Germany one of the most advanced industrial nations of its time but the government lacked integrity. The lack of integrity and ethics - racial arrogance, hyper nationalism - led to the holocaust and WWII.

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You are heading the rescue operations in an area affected by severe natural calamity. Thousands of people are rendered homeless and deprived of food, drinking water and other basic amenities. Rescue work has been disrupted by heavy rainfall and damage to supply routes. The local people are seething with anger against the delayed limited rescue operations. When your team reaches the affected area, the people there heckle and even assault some of the team members. One of your team members is even severely injured. Faced with this crisis, some team members plead with you to call off the operations fearing threats to their life.

In such trying circumstances, what will be your response? Examine the qualities of a public servant which will be required to manage the situation. (20mark) (250 words)

Identifying stakeholders is crucial in managing a crisis situation such as the one described in the question. The primary stakeholders in this scenario are the affected people, rescue team members, local authorities, volunteers, NGOs, and the media. It is important to consider the needs and concerns of all stakeholders and work towards addressing them appropriately.

I would take these steps as rescue operations chief in such difficult conditions:

1. **Protect my teammates:** Team safety is paramount. I would protect them while continuing rescue efforts.
2. **Communicate with locals:** I would talk to locals and understand their worries. I would describe the situation and the solutions. I would assess their issues and respond.
3. **Give immediate aid:** I would help the victims immediately. They would receive food, water, and other necessities.
4. **Coordinate with local authorities:** I would work with police, administration, and government officials to guarantee smooth rescue operations.
5. **Request more support:** I would ask volunteers, NGOs, and other groups for more help for the impacted people.

A public servant who could handle the scenario would need:

1. **Leadership:** A public servant must lead well to handle the problem.
2. **Communication:** Crises require good communication. Public servants must communicate clearly with team members and the public.
3. **Problem-solving:** To handle the situation, a public worker must be skilled at it.
4. **Empathy:** Public servants should care about victims. They should grasp local issues and address them.
5. **Resilience:** A public servant should be able to work under pressure and in difficult situations.

In conclusion, rescue crew safety and rapid aid to victims are paramount in such difficult situations. Crisis management requires leadership, communication, problem-solving, empathy, and resilience from public servants.
